



Job Title: Assistant Operations Manager (Leisure Teams)

Job Level: Middle Manager

Responsible To: Deputy General Manager

Direct Reports: Shift Leaders & Leisure Assistants

Place of Work: Based at Ponds Forge ISC but expected to travel to other venues as a when required.

Purpose of the Job

To support the Deputy General Manager in the operational provision for the venue, with a primary focus on the Leisure facility of the venue.

Job Summary:

The Assistant Operations Manager will be responsible for recruiting, training, managing and developing the Leisure team and shift leaders, including the coordination of staffing requirements

Key Responsibilities:

- Training and Development matrix
 - Rotas and Staffing requirements
 - Co-ordinate cover when required
 - Recruitment
 - Co-ordinate training requirements e.g. Staff Training
 - Ensure all staff are adequately trained and up to date as per above
 - Holidays and Sickness
 - Investigation lead for staffing issues
 - Probationary reviews
 - RTW and other procedures for Leisure/Shift Leader
 - Annual Reviews of above procedures
 - Financial Input
 - Opening/Closing Venue
 - Investigator when required for venue
 - General Health and Safety Duties
 - Pool Water Test
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Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.

Ethical, with integrity – Operates with sound moral principles, through a broad knowledge of the wider environment. Displays strong integrity, honesty and builds trust easily

Inspiring – Approaches everything with energy, passion, empathy, and connection.

Driven – Extremely hard working, is compelled to accomplish goals individually and drives teams to do the same.

Excellent Communicator – Articulates clearly and concisely, listens to others, and ensures that relevant information is shared across the organisation.

Motivated Is genuinely invested in the success of their team and organisation.

Self-aware understands that their behaviour and mood has an effect on others.

Compassionate Has a good understanding of their team and is compassionate and empathetic to those around them.