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Post Title	Assistant Operations Manager
Division	Community Leisure Operations
Section	Leisure Venues
Location	Citywide

* Candidate's suitability will be measured by assessment in the following ways:

A – Application: **I** – Interview: **R** – References: **X** - Interview Exercise(s)

		Essential	Desirable	Assessment
Experience				
1	Experience in the operation or supervision in a sport and leisure environment.	X		A I
2	Demonstrable knowledge of Health & Safety working practices.	X		A I
3	Experience of managing physical resources – premises, materials, plant and equipment.	X		A I
4	Management experience.		X	A I
5	Experience of working in a customer-oriented environment.		X	A I
Knowledge				
6	Knowledgeable in the supervisory requirements of multi-activity leisure centres, including pool, health and fitness and club sport use.	X		A I
7	Understanding of the staff and customer needs within high footfall public leisure facilities, particularly surrounding Health and Safety.	X		A I
8	Working knowledge of the benefits of delivering high levels of customer service and facility presentation standards.	X		A I
9	Understanding of the challenges associated with managing staff, from contracted, casual and self-employed instructors.		X	A I
10	Practical knowledge of business support functions and how they can support the operation of leisure venues.		X	A I
Skills and Abilities				
11	Good communication skills, presentation, oral and written and organisational interpersonal skills		X	I R
12	Sound financial management skills		X	A I
13	Able to work with others co-operatively [both internally and externally] in order to achieve better services and customer focused outcomes	X		A I
14	Ability to provide effective leadership and are committed to effective employee communication and engagement.		X	A I
15	Able to ensure that performance objectives and standards are achieved.	X		A I

16	Able to make the best use of resources, including employees, ICT and financial resources, whilst striking a balance between cost, quality and price.	X		I
17	Able to delegate decision making responsibility and demonstrate trust where appropriate	X		I
18	Confidence to behave in a consistent and reliable manner whilst ensuring that everyone is treated fairly and with respect.	X		I
19	Able to work under own initiative, balance diary commitments with reactive pressures of the business, and be organised to achieve deadlines.		X	I R
20	ICT literate, particularly with VC software (e.g. Skype), Leisure Management Information Systems, and Microsoft Office		X	I R
Attributes				
21	Enthusiastic with a positive (can-do) attitude.	X		I R
22	Possess confidence in dealing with colleagues at all levels of the organisation.		X	I R
23	Adaptable in terms working patterns, subject matter and priorities.		X	I
24	Able to work as part of a team.	X		I R
25	Effective communicator with customers, staff and peer groups.	X		I R
26	Genuine interest in the industry, and an ongoing motivation to stay informed of industry best practices	X		A I
Qualifications and Training				
27	Ongoing CPD		X	A I
28	Willingness to undertake training/accreditation required for job role		X	I
Other				
29	Flexibility to work evening and weekend cover to fit the needs of the business.	X		A

Prepared/Updated by	Director of Community Leisure Operations	February 2022
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