

Index	113/AOM/CLOM
Post Title	Assistant Operations Manager
Division	Community Leisure Operations
Section	Leisure Venues
Location	Citywide

Responsible to	Operations Manager
Responsible for	All immediate reporting staff, external and agency staff and volunteers

Job Purpose

- 1 To support the Operations Manager [OM] in providing the highest possible standards of service delivery.
- 2 To manage all operational matters within the facility/s at which you are based.

General Responsibilities

- 3 Ensure the effective management and utilisation of the financial resources, in line with the Company's financial regulations.
- 4 Be aware of and committed to the equal opportunities principles and practices of the company.
- 5 Employees are responsible for the implementation of the Health and Safety Policy in so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the Health and Safety arrangements to ensure these are implemented and developed as necessary.
- 6 Effectively recruit, deploy and manage any nominated staff, full or part-time, and volunteers, providing appropriate training to enable the team to deliver the various initiatives promoted by sport Aberdeen and/or key partners.

Role Specific Responsibilities

- 7 Read, understand and ensure compliance with the Normal Operating Procedure, Emergency Action Plan, Health and Safety procedures and Risk Assessment guidelines currently in use at your place of work.
- 8 To effectively communicate with and train staff at your venue in all Sport Aberdeen policies and practices, ensuring a duty of care to staff, customers and visitors is maintained to high standards at all times.
- 9 To carry out some or all off the duties of other facility staff as required to ensure continuity of service and ensure daily, weekly and monthly building checks are completed and any subsequent actions are progressed.
- 10 Directly manage Duty Manager and ensure day to day provisions, administration and resources are in place to enable the venue to operate within budget (e.g. rotas, invoicing and debt management, purchase invoices).

- 11 To take leadership for maintaining statutory compliance, including Planned Preventative Maintenance, First Aid management and relevant HSE guidance applicable to the venue.
- 12 Understand and apply Sport Aberdeen policy and processes (e.g. financial, human resources, sales and retention) and support the Operations Manager to maintain integrity within the day to day operation.

Methods of Working Expectations

The post holder will be expected to:

- 13 Adopt a participative and collaborative style of working, underpinned by strong interpersonal skills that ensure effective team work with partner’s stakeholders and colleagues.
- 14 Be expected to exhibit the highest standards of professional behaviour, creating effective working relationships with the voluntary sector based on mutual trust and respect.
- 15 Use appropriate management information systems, maintain confidentiality and observe data protection guidelines.
- 16 Work with information technology and associated systems, and where appropriate, existing technology arrangements and consultative procedures will be applied in accordance with Company policies.
- 17 Undertake appropriate training associated with the duties of the post.

General Conditions

- 18 The full-time working week is 37 hours. A flexible approach to working is required [time off in lieu (T.O.I.L) system is in operation].
- 19 Your hours of work may be carried out in line with a shift pattern in operation for the establishment to which you are allocated and may include early morning, evening, night and week-end work. The detail of the shift rota and your working pattern will be supplied to your line manager.
- 20 A car mileage user allowance is payable [if using your vehicle for work purposes you must have insurance for business use].
- 21 The Company operates a no-smoking policy.
- 22 The job description is a representative document. The duties of the post can be varied provided they remain commensurate with the level of responsibility.

Prepared/Updated by	David Selkirk – Director of Community Leisure Operations	February 2022
Approved by	Nickie Scorgie - Head of Human Resources & Organisational Development	February 2022
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