

THE PICKAQUOY CENTRE TRUST

OPERATIONS MANAGER

JOB DESCRIPTION

SALARY:	£34,544.19 (plus pending pay award) Plus attractive benefits package including Local Government Pension Scheme – employers contribution of 17%
NO. OF HOURS:	35
DATE PREPARED:	January 2024
RESPONSIBLE TO:	Managing Director
RESPONSIBLE FOR:	Operations Team
PRINCIPAL FUNCTIONS:	<u>Overview</u>

You will be expected to act as an ambassador for The Pickaquoy Centre Trust (PCT) and as such you will be a dynamic member of the team who thrives in a fast paced and ever changing environment.

Support The Managing Director and oversee the day to day management of The Pickaquoy Centre Operations. You will have specific responsibilities for Health, Safety & Environment (HSE), facility & grounds maintenance. Regular contribution to financial reviews & reporting and all Trust activities as required.

Providing exemplary Customer Service is paramount to this role.

Main Duties

1. Contribute to the development of PCT strategic plans, Orkney Island Council (OIC) Service Level Agreement and Annual Budget preparation in conjunction with the Pickaquoy management team and associated stakeholders.
2. Meet or exceed all agreed targets and benchmarks in relation to PCT strategic plans and OIC Service Level Agreement.
3. Manage and review ongoing financial budgets of line managed areas, with regular and timely input into the wider centre finance function.
4. Responsible for HSE, including preparation of policy and procedures. Chair of Internal HSE Forum.
5. Prepare HSE specific and centre operational reports on a regular basis for the wider management team, trustees and OIC.
6. Plan and provide training to managers along with the wider team covering HSE inductions, risk assessment and fire drills.
7. Be the PCT point of contact and provide advice covering all aspects of HSE to the wider team as required.
8. Liaison with internal and external stakeholders regarding facility management.
9. Administer the required statutory operational and safety licences for the facility.
10. Line manage and mentor the Duty Manager (DM) team, ensuring that the facilities operate to the highest possible standards.

Undertake training to become competent at Duty Manager duties and provide cover if required.

11. Lead on the Repair & Maintenance strategy of the facility whilst managing the maintenance team. Liaise with the PCT Maintenance team, Galliford Try helpdesk and OIC to ensure that all faults are reported and remedied promptly.
12. Manage the external grounds maintenance contract and liaise with contractors. Liaise with PCT team re financial matters within contract.
13. Personally provide outstanding levels of customer service as per the Pickaquooy Centre Values whilst ensuring that all operational staff meet the same standard.
14. As part of the wider Senior Management Team, you will be responsible for the security of the building and its assets.
15. Establish productive and positive working relationships with the Operational teams, Senior Managers, Trustees and Centre users.
16. Have the ability to inspire, motivate and lead your team, to achieve excellent results.
17. Committed to training, mentoring and supporting all line management personnel and to conduct performance management, setting appropriate targets as necessary.
18. Action emergency procedures (when required) ensuring the safety of staff and public by following the emergency action plan, and to feed into the development of this plan on an ongoing basis.
19. Maintain up-to-date knowledge of relevant industry legislation, guidance and good practice relating to all areas of work across the facility.
20. Ensure that all duties are carried out with due regard for the Trust's Equal Opportunities Policy along with any other associated policies and practices.
21. Remain compliant with General Data Protection Regulations (GDPR) and maintain absolute confidentiality.
22. Willing to undertake continuous professional development as required by the Management Team.
23. Undertake any other duties as the Managing Director may require.
24. The post holder may be required to work at other sites operated by The Pickaquooy Centre Trust.

PERSON SPECIFICATION

Attributes	Essential	Desirable
<p>Professional / Educational Qualifications –</p> <ul style="list-style-type: none"> • To hold a Sport & Leisure Management Degree or equivalent nationally recognised Leisure qualification • To hold a current First Aid at Work qualification • To hold a Health and Safety industry qualification or equivalent • To hold an SVQ Internal Verifier or Internal Assessor qualification • To be willing to undertake continuous professional development 	✓	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓
<p>Relevant work / other experience –</p> <ul style="list-style-type: none"> • To have experience of working in the sport and leisure industry in a supervisory capacity • To have a working knowledge of Microsoft office applications, while having the ability to use the Trusts Leisure Management System effectively • To have operational knowledge of an industry recognised quality improvement system • To demonstrate prior experience in working under pressure and meeting scheduled operational requirements 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓
<p>Skills and Abilities –</p> <ul style="list-style-type: none"> • To have excellent time management skills • To have the ability to formulate, implement and develop individual, team and organisational goals • To have the ability to assist with the formulation of business / service plans along with the Operational Support staff • To demonstrate an ability and commitment to being an effective team member within a dynamic and innovative team 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	
<p>Personal Qualities –</p> <ul style="list-style-type: none"> • To have excellent communication skills and the ability to relate to all customers • To be highly organised with an ability to prioritise work, work unsupervised and meet deadlines • To be conscientious and treat all sensitive information in a confidential manner • The ability to have open and frank communications with staff in relation to disciplinary matters / concerns • To be meticulous in your own and your teams personal presentation and adopt the Centre's dress code 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	
<p>Additional Job Requirements –</p> <ul style="list-style-type: none"> • To be available to work on a rota system which will include early mornings, late finishes and weekends • You may be required to be rostered on an on-call roster for emergency call outs as part of a wider team • To become a member of the Protecting Vulnerable Groups Scheme 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	