



Job Title: Assistant Operations Manager (Dry, Events & Fitness)

Job Level: Middle Manager

Responsible To: Deputy General Manager

Direct Reports: Fitness Team Leader, Event 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 and General Manager in the operational provision for the venue, with a primary focus on Dry Events and the Fitness Product

Job Summary:

The Assistant Operations Manager will be responsible for the procurement and delivery of dry events, liaising with the manager responsible for the Leisure Teams to ensure the correct staffing is in place. The Assistant Operations Manager will also be responsible to efficiently manage the Fitness Product in venue, liaising with Fitness Team Leader to achieve company objectives.

Key Responsibilities:

- Procure and Deliver Dry events to meet the business objectives, including contract and financial arrangements and liaising with relevant business streams.
 - Support Dry event planning, producing accurate Riders, RAMS and linking with relevant Venue Teams to meet client requirements.
 - Assist the Program & Development Team in management of Dry Clubs, collating documentation to ensure compliance with NGB and Company Policy
 - To deliver the Fitness financial objectives ensuring measures are in place to meet the agreed budget and key performance indicators are achieved.
 - Ensure a safe and quality Fitness experience, through service standards, which contributes to the retention of customers and enhancement of the Trusts reputation
 - Attain targets, objectives and key tasks as set by the General Manager
 - Support the Deputy General Manager in maximising income, controlling and minimising expenditure, encouraging teams to do the same
 - Contribute to the operational management plans of the venue, including service improvement action plan, health and safety action plan and overall business plans
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- Provide necessary support for the effective completion of all venue checks, building patrols, audits, equipment checks, security of building and contents to meet industry standards
 - Lead and prioritise the supervision of the venue day to day shifts for operational staff, maximising productivity to meet the demands of the business
 - Operate within company policies and guidance, ensure Team members meet the required standard.
 - Ensure equipment is maintained in good working order, faults reported / repaired or quarantined promptly in line with company policy
 - Support with preparation and delivery of the venue Health and Safety programme, provide competent health and safety support and implement appropriate corrective action where necessary to meet industry standards and best practice.
 - Ensure pool water achieves recognised industry standards, complete regular pool water tests and initiate corrective measures following venue procedures.
 - Designated key holder, working Duty Shifts to open and close the venue
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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.