



**Job Title:** Deputy General Manager

**Job Level:** Senior Manager

**Responsible To:** General Manager

**Direct Reports:** Domestic Services Manager, Reception & Admin Manager, Fitness Manager and Assistant Operations & Events Manager

**Place of Work:** The role will initially be based at one venue, but the job holder may be expected to rotate either by task or by role at any other SCT venue.

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### **Purpose of the Job:**

Be an inspirational leader, who motivates, challenges, and supports all people to be the best that they can be. Make a significant contribute to driving the business forward.

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### **Job Summary:**

- Assist the General Manager to achieve all financial and non-financial targets for the venue within the framework of the Health and Well-being Strategy.
  - Ensure effective and efficient control of the day-to-day management of the venue and to deputise for the General Manager when required.
  - Drive the Company Culture of inclusion and diversity, robustly challenging behaviour which does not reflect this ethos
  - Ensure exceptional customer service through a team of people who are developed to their full potential
  - Effectively manage events and the community programme in line with the venue objectives
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### **Key Responsibilities:**

- Ensure that operating policies and procedures are developed and delivered to the highest industry standards, ensuring safety, quality, and value for money
  - To continually improve the customer experience through product and service development
  - Maintain excellent lines of communication with both internal and external customers
  - To provide leadership and guidance to all venue managers in line with SCT policies and procedures, always promoting company core values and culture
  - Identify income generating opportunities and effectively control expenditure in all areas of the business in line with the venue budget
  - Procure, plan and deliver large scale events to meet the business objectives, linking with National Governing Bodies and other Business Partners.
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- Be the designated person responsible onsite for all aspects of Health and Safety and Safeguarding in line with industry standards and best practise
- Identify and work with several business streams and key external partners in the delivery of a programme in line with the health and well-being strategy
- Work with key partners to maximise opportunities for participation and development of health and well-being through venue-based activities, clubs and events
- To develop a sales culture throughout the venue that capitalises on all opportunities
- An ambassadorial role in developing a stronger “customer experience” mind-set and culture within the business, ensuring that all customer facing people are consistent in their understanding of what their contribution is to the customer experience
- Embed the ICAN culture through the venue and challenge behaviour that conflicts with this
- Demonstrate behaviour which embraces inclusion and diversity, ensuring that access and opportunities are available to all
- Administrative functions to assist with month end, banking, and data entry.
- Support with event planning, pricing, communication with organisers, Liaison with other SCT departments and production of riders.
- Manage business improvement steering groups to support and enhance the business
- Report on the venues’ operational key performance indicators both financial & attendance

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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.

**Sound Operator** – Makes sound clear, sometimes multiple decisions in a calm and timely manner

**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.