

JOB DESCRIPTION

Job Title: Assistant General Manager

Reports to: General Manager

Your main role and responsibilities:

- Supporting the General Manager in the overall delivery of the contract in a safe and effective manner and deputising for the General Manager in their absence.
- Responsible for the KPI monitoring and preparation of reports to 1610 SLT and client.
- Ensure that key financial and HR policies and procedures are being followed within the contract and relevant reports are collated and submitted in a timely manner.
- Oversee general customer satisfaction and ensure any comments / complaints are dealt with promptly and appropriately.
- Develop a designated area of the business inline with 1610 organisational objectives, encouraging adults and young people to participate in physical activity and health and wellbeing initiatives.

What you will do:

- With the support of the General Manager, monitor and update contract client KPI reports in preparation for periodic performance review meetings. This will include requesting information from Business Managers and other 1610 departments.
- Attend SLT and client meetings where requested.
- Will have a strong understanding of the overall contract and other business areas and be expected to provide leadership and support to Duty Managers & Coordinators particularly when General Manager is absent.
- Assist the General Manager maximise profitability and ensures there is a controlled income/expenditure budget at all sites. Ensures all contractual financial targets are met.
- Comply with the requirements of the Data Protection Act and GDPR 2018 i.e. it is the responsibility of individual staff members to protect data and to take all reasonable steps to ensure all data is kept securely.
- Comply with the 1610's policies and procedures including Quality Assurance, Health and Safety Legislation, Safeguarding Children and Vulnerable Adults and those covering all aspects of Equality and Diversity.
- Attends staff training and management meetings and actively take part in any relevant staff development programmes and employee reviews.

- Play an integral part in developing a 'more than you expect' and 'can do' ethos that ensures the development of high quality customer experience and service standards across the contract or area of business.
- Is the designated lead for a specific area of business or business function as directed by the line manager.
- Assists recruitment, training, performance and line management of a team of staff aligned to a specific business area or function, ensuring staff are aligned to the DNA and values of 1610.
- Deploy staff to ensure adequate shift staffing levels.
- Responsibility for health and safety across the specific area of business or function and makes any recommendations to the general manager for any improvements
- Engages with key strategic managers to assist in the development of and roll out of strategies that drive participation in physical activity and health and wellbeing initiatives that are commercially viable and sustainable.
- Plan and develop the portfolio of programmes relevant to a specific area of business or business function to drive participation and business growth.
- Ensure that usage targets are met for a specific area of business or business function.
- Actively engage with the marketing department to ensure there is a planned approach to customer communications, retention and growth.
- Assist the General Manager in ensuring equipment specific the assigned area is well maintained and that supplier Service Level Agreements are adhered to.
- Holds budget responsibility for the income of a specific area of business or business function.
- Is responsible for the achievement of KPI's for a specific area of business or business function.
- Ensures compliance with the health and Safety at Work Act 1974 and all subsequent legislation. Ensures that Normal Operating Procedures and Emergency Action Plans are adhered to, to ensure the smooth running of delivery at all times.
- A hand on approach to management and lead by example. Carry out the duties of a duty manager by taking on duty manager shifts as required by line manager.
- Any other duties reasonably requested, this may include other areas of the business.

Equality and Diversity:

We love people from all walks of life - and all runs, jumps and swims of life, too. Every body is different, and so is every day, because every day at 1610 all kinds of people try new things and set new goals. That means that all our colleagues must show inclusive behaviours, practices and attitudes at all times so that every potential customer feels welcomed, valued and able to make use of all our programmes and facilities.

All our colleagues will support the social, emotional, physical and well-being of each customer's activity every time they visit.

Person Specification:

Essential

- 3 day First Aid at Work Qualification
- Recognised technical qualification aligned to a specific business area such as but not limited to:
 - Level 2 swimming teachers
 - Level 3 fitness qualification
 - Level 2 Sports Coaching
 - Group Exercise Qualification
 - GP Referral Qualification
- Pool Plant Operators Qualification
- Experience of supervising/managing in the leisure industry
- Sound knowledge of Activity, Fitness, Health and Exercise programmes, strategies and initiatives and be conversant with current initiatives/programmes.
- Excellent communication and interpersonal skills, together with tact and diplomacy for working with managers, staff, instructors and external companies and agencies. Ability to handle conflict and confidential matters appropriately.
- ICT literate, with an ability to produce spread sheets collate information and prepare statistical reports.
- High levels of self motivation, ability to prioritise workload, meet targets and deadlines and, as necessary and when appropriate know when to seek advice.
- Embraces and demonstrates the 1610 values of:
 - Showing diversity
 - Inspiring others
 - Going the extra mile
 - Bringing ideas to life

Desirable:

- NVQ Level 3 Management or higher.
- Sales, preferable in a leisure environment (covering sales & retention)
- Experience in setting or being involved in budgets
- Organisational awareness and inspirational leadership