# Hosting Proforma

Mid Ulster District Council

Name of Host

Organisation

**1. Interchange Manager’s details**

Linda Carson

Name

Organisation/

HR Manager

Department

18 Killymeal Road

Dungannon

Co Tyrone

BT716LJ

Address

Telephone Fax number

03000 132 132

Number

[linda.carson@midulstercouncil.org](mailto:linda.carson@midulstercouncil.org)

E-mail

Type of Opportunity

**Secondment**: Temporary to 30 June 2023, may be extended or established subject to agreement by both parties

**2. Details of hosting opportunity**

Description of opportunity

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| The role of the **Centre Manager** will carry out the following principal duties:  **Business Development**  1. Manage the designated leisure facility/facilities by implementing opportunities which will result in income growth, increased participation and the reduction of net operating costs by ensuring expenditure and income in line with the budget, ensuring accountability and good governance.  2. Assist the Leisure and Business Development Manager to produce and introduce new products, sales campaigns and allocation of resources to maximise memberships, bookings and income and recommending and implementing improvement action where targets are not being reached.  3. Ensure all activities/programmes/events complement the Council’s commitment to health and well-being and maintain close liaison with the participation manager and external partners to proactively develop, support and implement a wide range of well-being initiatives with a particular emphasis increasing participation in those groups and individuals not currently availing of the Leisure facilities.  4. Responsible for overseeing the programming of clubs and user programmes, activities, bookings requests, events, competitions within the facility/facilities, thus providing a balanced allocation of popular and minority interest, casual and block bookings and special events/exhibitions by ensuring all statutory and financial regulations are complied with and to monitor/report on progress.  5. Manage the promotion of underutilised space and programmes across the facility/facilities, identify innovative programmes and where appropriate, research and report to the Leisure and Business Development Manager on proposals to maximise revenue opportunities were not identified.  6. Maintain robust performance and management information systems and analyse and interpret data to identify how the operational and financial performance of facility/facilities and its programmes can be improved and KPI’s achieved.  7. Assist with the preparation of annual budget estimates and implement the same for services under control and ensuring robust records in place to ensure compliance.  8. In conjunction with Leisure and Business Development Manager and the marketing department, proactively promote, publicise and upsell the facility/facilities by ensuring compliance to the agreed plans and robust management of processes with all staff.  9. Assist the Leisure Business and Development Manager with revenue and capital projects within the department including specifications and tendering processes under the Council procurement systems. Thereafter managing allocated specific projects in order to deliver within set timeframes and budgets.  10. Drive cultural change by leading and developing a multi-disciplinary team through effective and inspiring leadership and promote robust and consistent communication methods that are clear, effective and transparent at all levels.  **Service Development**  11. Ensure high standards of cleanliness/hygiene and excellence in customer services within facility/facilities are achieved and maintained along with leading by example in the development of processes, training and instilling a proactive customer service, cleaning and good housekeeping culture within the facility/facilities.  12. Lead, motivate, appraise and develop employees under the management of the post holder ensuring at all times that employees:   * operate within the Council policies; * achieve their objectives and targets in the most efficient and effective manner in line with the performance management framework; * work in a corporate and collaborative way with other services across all departments and directorates; * purposively, efficiently and effectively work with the resources available, within the allocated time and budget; and * continuously develop within their area of responsibility   13. Ensure staffing ratios within the designated facility/facilities are maintained, monitored in accordance with standard operating procedures. Proactively ensure that all staffing requirements including rota cover and recruitment and selection are in place in a cost effective and timely manner to maintain full public service provision.  14. Responsible for managing the overall day to day safe and efficient operation of designated facility/facilities in all matters relating to health, safety and financial risk governance along with effective and efficient utilisation of all staff, buildings, plant and other resources, ensuring that all relevant statutory and Council health and safety requirements, policies, procedures, training requirements and work instructions are adhered to at all time and maintenance of up to date records to support same.  15. Ensure a proactive approach is maintained in facility/facilities to hazard identification, maintenance issues or damage to building and equipment which could pose health and safety issues to staff or facility users and remain fit for purpose with minimal customer disruption. Ensure risk assessments, work instructions/procedures, building checks and associated records are up to date and maintained.  16. Manage and maintain the security of the facilities under the management of the post holder ensuring out of hours emergency cover remains in force at all times and be able to respond to service needs.  17. As and when required, the post holder may be required to fulfil the role of Duty Manager to cover planned/unplanned absence within Mid Ulster leisure facilities throughout the District and to deliver relevant training to staff within areas of responsibility.  18. To procure and manage a range of Contracts, Service Level Agreements and Concessions ensuring compliance with Procurement Policy.  19. Contribute to the Mid Ulster District Council’s Corporate Plan.  20. When required, assist in the execution of the Council’s Emergency and Business Continuity Plans.  21. Undertake any other relevant duties that may be required and are commensurate with the nature and grade of the post.  22. Comply with MUDC Health & Safety policy and Codes of Practice and adhere to all Equal Opportunities policies and promote a positive approach to equality and diversity within the workplace. Act in accordance with the code of conduct for local government employees.  **Please note:** This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties as it is recognised that jobs change and evolve over time. The post holder will be required to carry out any other duties up to and including the grade for the position offered as necessary to fulfil the purpose and function of the post. |

Main objectives of the opportunity

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| **Purpose and Function of Post**   * To be responsible for efficient day to day operational management of designated leisure facility/facilities and surrounding grounds to ensure the highest standards of staff/customer safety, cleanliness, administration, care and excellence are maintained, in accordance with agreed safety, quality, governance and legislative requirements * To ensure achievement of service delivery plan Key Performance Indicators (KPI’s) to meet the required profitability, participation and quality service levels. * To develop relationships, actively promoting customer engagement and partnership working to ensure increased participation, income and a varied timetable of activities and to implement a programme of continuous improvement to meet community need. |

**3. Skills requirements**

What qualities, skills and experience is required from the individual

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| **Please ensure each individual requirement below for section 1.1 and section 1.2 (a – e) is clearly addressed within the Interchange Candidate Proforma when submitting a return**  **Qualifications and Experience**   * 1. **Qualifications** * Third level qualification in a relevant discipline e.g. Leisure, Leisure and Tourism, Sports Development, Leisure Management   **Or**   * Have at least 5 years’ relevant experience in the management of a similar Leisure service within the public / private sector.   **1.2 Experience**  **Applicants must provide specific and personal examples of having a minimum of two years’ experience in the following areas:**   1. Operational management of a customer focused Leisure Service facility and programmes with a performance orientated approach. 2. Managing a team of staff who work at various levels. 3. Managing a budget in a business environment with well-established operating systems and procedures. 4. Developing a programme of leisure activities and implementing opportunities which have resulted in income growth within the business and the reduction of net operating costs. 5. Applicants must possess a full, current driving licence which enables them to drive in Northern Ireland and a vehicle available for official business, or have access to a form of transport which enables them to meet the requirements of the post in full1.   *1Please be advised that this alternative is a “reasonable adjustment” specifically for applicants with disabilities who, as a result of their disability, are unable to hold a full, current driving licence.*  **2. Competencies**  In accordance with the Competency Framework for Local Government2 applicants for this post must demonstrate the following competencies at Strategic level:  **2.1 Providing Leadership and Direction:**  Leadership – the ability to lead staff to achieve goals by encouraging all to contribute and by focusing on outcomes.  Managing Performance – ensure that individual and departmental objectives are aligned with business plans and corporate strategy    **2.2 Managing Yourself**  Communicating with impact – the ability to draft reports and letters and the ability to provide advisory communications with the capacity to address groups and meetings clearly, enthusiastically and effectively whilst listening to and addressing responses authoritatively.  Managing your own work – the ability to plan and prioritise demanding work-loads to ensure a constant flow of work and to minimise peaks and troughs.  **2.3 Working with Others**  Collaborating in a Political Environment – an awareness of the need to enhance and protect the image and profile of the council whilst avoiding actions that may adversely affect the council or its elected members.  Influencing Outcomes –influencing and persuading skills: the ability to win the support of staff, elected members and senior management.  **2.4 Moving Forward**  Achieving Results – taking personal responsibility for making things happen. Showing motivation and perseverance in overcoming obstacles and achieving results.  Managing Change – promotes change effectively and ensures that changes are delivered in line with organisational goals.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  2Further details on these competencies and their associated positive indicators can be found in *the Competency Framework for Local Government* at <http://www.lgsc.org.uk/fs/doc/publications/competency-framework-for-local-government.pdf> |

**4. Personnel: Please state below**

Who will the individual report to?

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| The postholder will report to the Leisure and Business Development Manager |

Who will be the individual’s line manager and/or reporting officer?

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| The postholder will report to the Leisure and Business Development Manager |

**5. Transfer of learning**

Please give details of how the Opportunity will benefit your organisation, the

individual and their organisation.

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| Mid Ulster District Council will benefit from new skills and experience that the postholder will bring to the role. The postholder will develop invaluable experience of working within a newly restructured Leisure Department within Council and will develop a strategic commercial and business focus. |

**6. Logistics**

Please provide details of the likely start date, duration, location, form of transport required, resources (i.e.; desk, PC, etc.) and funding arrangements for the opportunity.

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| **Start Date**: Subject to agreement you will start work within two - four weeks of accepting the post  **Duration**: Secondment: Temporary to 30 June 2023, may be extended or established subject to agreement by both parties.  **Funding**: The salary is £35,745 - £38,890 gross per annum anf Mid Ulster District Council will meet salary and associated costs.  **Location**: Cookstown Leisure Centre (will be required to work across Mid  Ulster Council area to meet the needs of the service)  **Closing Date:** Applications\* must be submitted by **5.00pm on Monday 20 September 2021** to**:**  [**interchangesecretariat@finance-ni.gov.uk**](mailto:interchangesecretariat@finance-ni.gov.uk)   * NICS staff are not eligible for this opportunity. |

**7. Endorsement**

**Interchange Manager**

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| **Linda Carson** |

**Signed:**

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| **10 September 2021** |

**Date:**