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| <b>Position / Job Title:</b>  | <b>Operations Manager (Maternity Cover, Fixed-term, 0.878 FTE)</b>  |
| <b>Ref:</b>   | <b>0005059811</b>   |
| <b>Location/Building:</b>   | <b>PG48, Poole House, Talbot Campus</b>   |
| <b>Faculty/Professional Service:</b>  | <b>OVC</b>  |
| <b>Group/Section:</b>   | <b>Culture &amp; Sport</b>  |
| <b>Duration if Temporary:</b>   | <b>This role is fixed-term for a duration of 10 months</b>  |
| <b>Normal Hours per Week:</b>   | <b>32.5</b>   |
| <b>(Some flexibility will be required in order to ensure that key time scales and deadlines are met).</b> |   |
| <b>Grade:</b>   | <b>6</b>  |
| <b>Accountable to:</b>  | <b>Head of Sport &amp; Culture</b>  |
| <b>Responsible for or supervises:</b>   | <b>Operations Team – Duty Manager (Health &amp; Fitness), Duty Manager (M&amp;C),<br/>Duty Supervisor (Operations x1, Administration Coordinator, Reception staff x<br/>2</b> |

**(DBS only) We are committed to providing a safe environment for all students and staff. This position is required to undertake regulated activity and therefore is exempt from the Rehabilitation of Offenders Act (ROA) 1974 and subject to a satisfactory (enhanced) DBS Disclosure and the requirements of our [Safeguarding Policy](#).**

### Job Purpose

The purpose of this role is to efficiently and effectively manage the facilities and operations within SportBU on a day-to-day basis ensuring the effective utilisation and deployment of resources, effective leadership and coordination of the operation team in order to achieve SportBU and OVC objectives.

The postholder will be an integral member of the SportBU management team and will play a pivotal role in the long term development of the SportBU will the ultimate aim in achieving BU2035

### Main Responsibilities

#### **Leadership & People Management**

1. Be a leading member of the SportBU management team. Support the Head of Sport in making a significant contribution to the development and implementation of strategic and operational policy and establishing service priorities focusing on the long term direction of SportBU. Lead in the development of delivery plans and financial budgets from an operational perspective;
2. Effectively lead and manage the SportBU operational team including the Duty Manager (Health & Fitness), Duty Manager (M&C), Duty Supervisor (Operations), Reception team, Administration Coordinator and Sports Assistants. Foster and actively promote a 'can do' culture which consists of a customer focussed delivery of services and a positive team spirit. This will involve managing their work programmes and team objectives in line with BU2035, and output and performance on a regular basis.
3. Manage the reception team to ensure excellent customer service and a positive user experience at all times. Be proactive in solutions for any customer queries to ensure they are dealt with swiftly and efficiently.

4. Ensure all new staff are adequately trained and work collaboratively across Sport & Culture departments to ensure quality of training and induction of new staff
5. Proactive engagement in all areas of SportBU business activity. Be creative and driven to investigate, influence, identify and establish new areas of business activity that increase income, create efficiencies and improve the quality of the service;

### **Operations & Facility Management**

6. To lead and manage the effective operation of SportBU facilities including maintenance, procedures, communication and supporting the booking function where appropriate. Monitoring the compliance of all facilities and equipment use with health and safety standards, dealing with emergencies and be autonomous and proactive with intervention strategies when required;
7. Through effective line management of the Operations team, efficiently plan, organise and evaluate the operational programmes, systems, processes and policies within SportBU. This includes centre operations, booking function, XN system, marketing and communication for SportBU, website maintenance, service excellence and customer service whilst ensuring all BU policies and procedures are followed;
8. To lead, manage and develop the booking system for the department (currently XN). Develop an in-depth knowledge of the system and be the first line technical contact for users and endeavour to diagnose and resolve issues at the first point. Be the central point of contact between IT and XN Leisure and be driven in looking at solutions to improve our system for customers. They will also mentor, train and support colleagues in using the system;
9. Increase membership sales and add value to the current membership offering. Ensure retention and memberships reports are kept up to date and targets are set and met accordingly.
10. Be responsible for coordinating all staff rotas and monitoring staff information such as illness, annual leave and contract administration through the SS Operations team. Be flexible to work on a shift basis, covering evenings and weekends and arranging operational cover for sickness when needed. Ensure all Duty staff are competent, compliant and can be solely responsible for the smooth running of the facilities and programmes in your absence;
11. Lead on the efficient collection of feedback for all SportBU services and programmes to demonstrate impact on student experience;
12. Work with the General Manger at Chapel Gate to ensure consistency of service and approach to delivery across the two sites;
13. Working collaboratively across Sport & Culture and with other relevant departments, lead on the planning and delivery of annual activities including Freshers Fair, ResLifeBU activities, arrival welcome activities, talks and tours;
14. Represent and contribute to internal (and external where relevant) committees and working groups where appropriate and develop and maintain a strong cross collaboration approach to the work of SportBU.

### **Financial/Information Management**

15. Support the Head of Sport in preparing the annual budgets, plan and forecast and lead on the specific business plans and KPIs for the Operations team;
16. Management of accounting and reconciliation of daily cash receipts in accordance with BU Financial Regulations. Solve discrepancies and ensure budget and income information is recorded accurately so management information is up to date;

17. Be responsible for the operational budgets for staffing, equipment, repairs, and merchandise and procure items that are required for the effective delivery of services and operations ensuring adherence to BU's Financial Regulations and agreed annual operating budget;
18. Develop and present business cases for investment in facilities, services, and staffing over agreed annual operating budget;
19. Lead on the provision of key management information within operations including membership information, usage, bookings, benchmarking to ensure effective ongoing monitoring of departmental performance;

### **Health & Safety & Compliance**

20. Ensure SportBU is compliant with all relevant legislation and Health & Safety procedures. Ensure centre is clean and safe ready for customers to use. Report to Head of Sport any potential risks;
21. Lead on Sport & Culture responsibilities under GDPR, liaising with the Chief Data Officer, IT, HR and other departments as required;
22. Lead of departmental risk assessments and operating procedures. Ensure that they are up to date, reviewed annually and implemented following BU procedures;
23. Create systems and records to ensure facilities are regularly checked. Work with BU Estates team to ensure a proactive approach to reporting faults and repairs required and communicating these in a timely manner to customers;

### **Additional Responsibilities**

24. Participate in SportBU and University wide events (e.g. open days, fresher's activities) where appropriate;
25. To act actively contribute to the delivery of the BU Strategic Plan within the remit of your job, with the ultimate aim of achieving BU2035 and enhancing student experience and providing a high quality service to all customers,
26. To undertake any other duties as required;

### **Dimensions**

Operations team line management – Duty Manager x 2, Duty Supervisor x1, Administration Coordinator x1, Receptionist x 2, Sports Assistants x 5

### **Contacts**

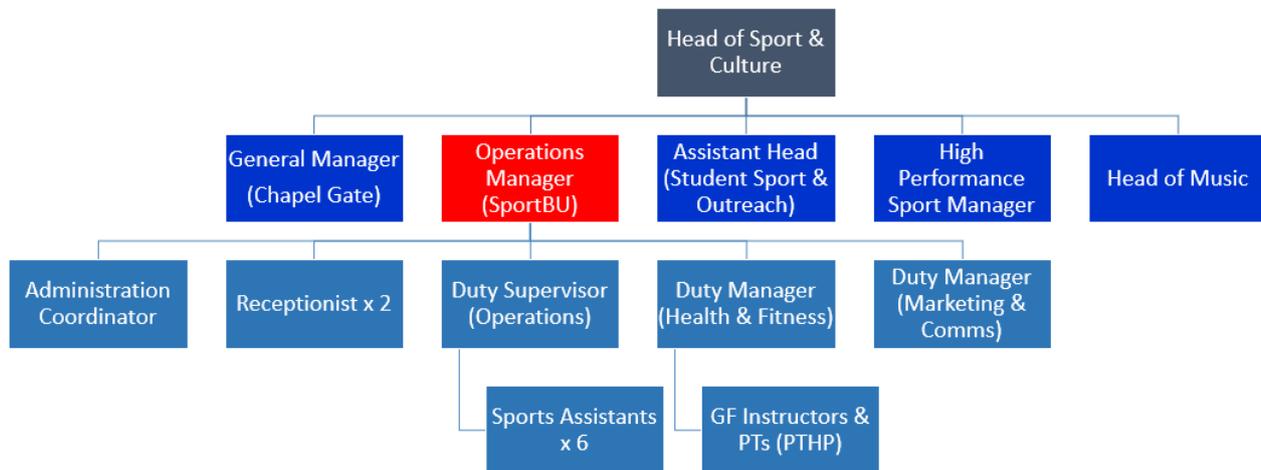
**Internal:** SportBU colleagues, Chapel Gate colleagues, SS colleagues, SS Management team, ResLifeBU, Students, Staff, Matrix champions, Estates, IT, M&C, Finance, Cash Office, Legal Services, Procurement, HR, Student Wellbeing

**External:** Customers, Manufacturers and Suppliers, Instructors, Coaches, referees, relevant personnel appropriate to industry,

### **Challenges**

- This role is integral to the successful and effective running of SportBU.
- The challenge lies in the diverse range of tasks involved within this role with a wide ranging team.
- The person must be proactive and autonomous to identify problems and find solutions swiftly whilst delivery a high level of service.
- Delivering excellent customer service with finite resources

## Organisation Chart



## Information Governance Responsibilities

### Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

## Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

**July 2025**



## Person Specification

|  |                              |
|--|------------------------------|
| Position / Job Title: Operations Manager   | Position No: 0005059811      |
| Faculty / Service: OVC/ Sport & Culture  | Date: July 2025              |
| <b>SELECTION CRITERIA</b>  | <b>Essential / Desirable</b> |
| <b>Knowledge (including experience &amp; qualifications)</b>   |                              |
| Degree or equivalent qualification/experience in a relevant subject area   | E                            |
| Higher level qualification e.g. Master's degree  | D                            |
| Significant experience of working in a multi-facility leisure environment  | E                            |
| Sound knowledge of health and safety legislation appropriate to the sport and leisure environment  | E                            |
| Experience of successfully operating in a dynamic team environment at a senior level   | E                            |
| Experience of leading a team and performance management  | E                            |
| Knowledge of HR policies and procedures  | E                            |
| Knowledge of BU policies & procedures  | D                            |
| Experience of working with a Leisure Management booking system with regards to both front and back end management and online booking processes   | E                            |
| Proven experience of cash reconciliation, financial management & forecasting and procurement procedures  | E                            |
| Supervisory/management qualification or equivalent experience  | E                            |
| Experience of working in a HE environment  | D                            |
| <b>Skills</b>  |                              |
| Excellent interpersonal communication skills with the ability to build effective working relationships with a wide range of customers & contacts | E                            |
| Ability to work on own initiative within a busy team environment   | E                            |
| Excellent time management skills – ability to juggle multiple tasks and varied workload with deadlines being met                                 | E                            |
| Proven ability to manage, lead, mentor and motivate/inspire staff around you   | E                            |
| Ability to effectively delegate  | E                            |
| Ability to review, recommend and implement changes to structure/systems  | E                            |
| Proven problem solving ability   | E                            |
| Excellent IT skills and numerical skills   | E                            |
| Ability to effectively influence those around and above you  | E                            |
| <b>Attributes</b>  |                              |
| Flexible approach to the working day/week  | E                            |
| Continually be a positive role model and an excellent team player with a positive can-do attitude  | E                            |
| Excellent attention to detail  | E                            |
| Assertive but with reservation, diplomacy and tact when appropriate.   | E                            |
| Creative flair with an ability to generate new ideas for service delivery  | E                            |
| Pro-active in engaging with all elements of the business, keen to learn and grow within the department   | E                            |