

## Job Description

<b>Post/Job Title:</b>	<b>Duty Manager – Chapel Gate</b>
<b>Ref:</b>	<b>POSN100872</b>
<b>Location including building:</b>	<b>Chapel Gate Sports Campus, Christchurch</b>
<b>Faculty/Professional Service:</b>	<b>Office of the Vice Chancellor</b>
<b>Group/Section:</b>	<b>Sport and Culture</b>
<b>Normal hours per week:</b>	<b>37 hours</b>
<b>(Some flexibility will be required in order to ensure that key time scales and deadlines are met).</b>	
<b>Grade:</b>	<b>4</b>
<b>Accountable to:</b>	<b>General Manager (Chapel Gate)</b>
<b>Responsible or supervises</b>	<b>Duty Supervisors</b>
<b>Special conditions:</b>	<b>A satisfactory enhanced DBS Disclosure is required for this post</b>

### Job Purpose

BU purchased the 65-acre Chapel Gate site in July 2019, and has since made and committed to significant improvements and development of the site. We are now looking to expand the operational staff team for enhanced customer service and operational needs. The post holder will be responsible for managing the development and operational management of the Chapel Gate sports campus, working closely with the General Manager in order to maximise income opportunities and create efficiencies. We must ensure we are fulfilling our requirements to the various tenants, leaseholders and sections on site to ensure Chapel Gate remains a quality hub of community sport in the BCP conurbation.

The postholder will be an integral part of the CG Operations team, ensuring a safe sporting environment is available to our customer base to the highest possible standards. The postholder will work on a regular shift basis ensuring the efficient and effective delivery of services within Chapel Gate.

### Main Responsibilities - Operations

1. To act as a Duty Manager on a shift rota basis to include regular evening and weekend working. This involves being solely responsible for all sports facilities and associated areas whilst on shift and ensuring they are safe and ready to use at all times. Be the first port of contact for staff and coaches/instructors who come onto site. Lead the operational PTHP staff to ensure high standards are adhered to.
2. Working with the grounds team to ensure all facilities areas and equipment are properly prepared (and reinstated) prior to customer use in accordance with programmed activities and to control access to the facilities as required.
3. To undertake regular building and facility checks for cleanliness, health and safety and maintenance defects whilst ensuring visitors adhere to rules, regulations and conditions of hire. To report and liaise

with relevant parties all maintenance defects to ensure standards are maintained and escalate any concerns to the General Manager.

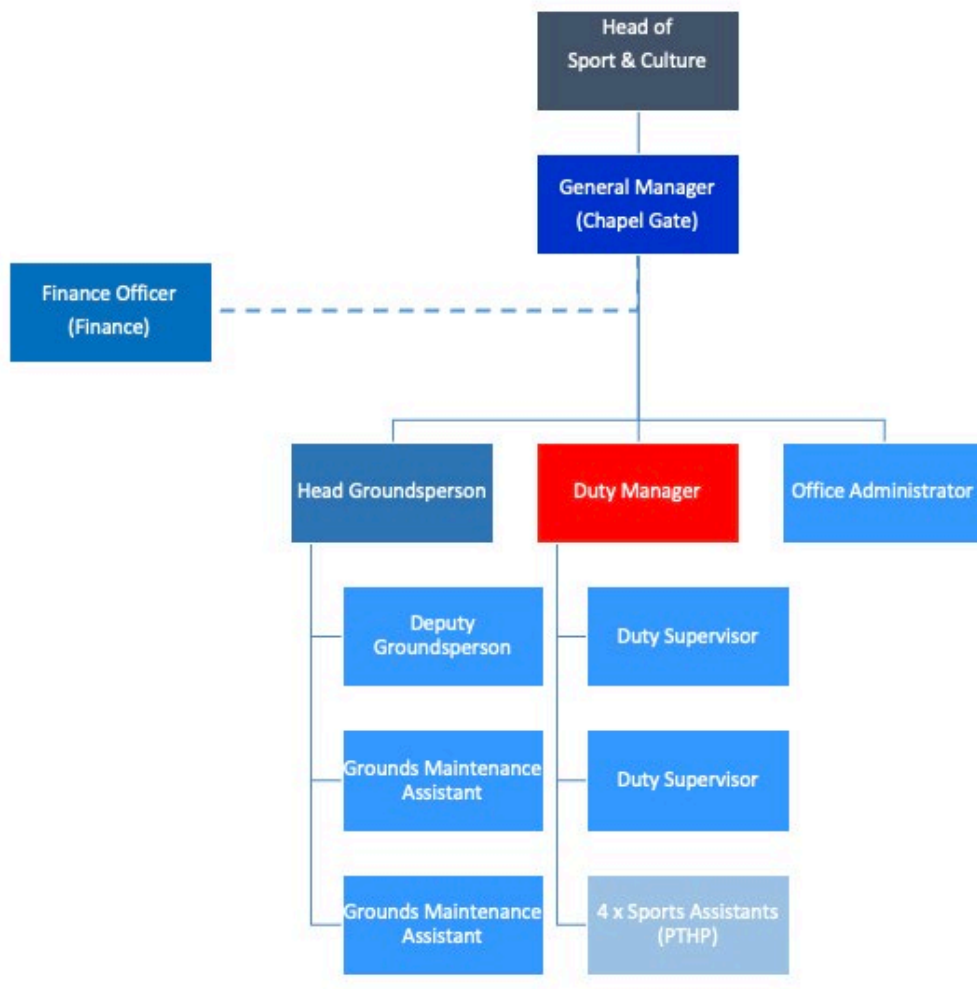
4. To continually assess, evaluate and monitor all health & safety considerations of the site, site staff and customers whilst on shift and deal with emergencies following BU guidelines as appropriate.
5. Deliver excellent customer service on a day-to-day basis to ensure a positive user experience. Be the first point of call in dealing with complaints and be proactive in solutions for any customer queries to ensure they are dealt with swiftly and efficiently.
6. Ensure an excellent working knowledge of the sites booking system. This includes the front and back end of the system. Escalate queries and anomalies to the external system provider in a timely manner to ensure swift resolution to issues. Be able to assist customers efficiently in resolving their issues to ensure it is user friendly.
7. To ensure proper accounting and reconciliation of daily cash receipts when on duty in accordance with BU Financial Regulations when applicable at Chapel Gate.
8. Assist in the daily operations of Chapel Gate as required ensuring the smooth running of the department.

#### **Main Responsibilities – Chapel Gate**

9. Operational management and accountability for operational activity at the Chapel Gate site. This will include healthy & safety, marketing and promotion, Estates& HR queries, and to be the main point of contact for all sections, leaseholders and tenants to ensure a proactive and quality hub of community sport in the BCP conurbation.
10. Line management of Duty Supervisors (x3) including induction, training, performance management and performance review and ensure work programmes are aligned to the strategic direction of SportBU/BU.
11. Lead and be proactive on operational communications with the many tenants and leaseholders that use the site. This will include the Nursery, Bar Staff, Gun Club, Squash Club and Table Tennis Club. Build up strong relationships and ensure that operational information and new policies and procedures (especially health & safety and emergency procedures) that affect them are passed down and implemented accordingly.
12. Lead and be proactive on operational communications with the many sporting sections that use the site. This will include Bournemouth Rugby Club, Bournemouth Hockey Club, Bournemouth Sports Football Club, Bournemouth Archery Club and Bournemouth Cricket Club. Build up strong relationships and ensure that operational information and new policies and procedures (especially health & safety and emergency procedures) that affect them are passed down and implemented accordingly.
13. Lead, develop and manage essential processes to ensure efficient match day operations. This will include changing room and pitch allocations, release and return of keys to appropriate personnel and parking observations and actions if required.
14. Assist the grounds staff with match day pitch inspections to make essential play/no play decisions when required. Be integral to the communications function with regards to pitch and booking cancellations due to bad weather.
15. Support the General Manger with management information to contribute to BUCB board papers and business cases and assist in implementing actions from the Operational Support Group as required.
16. Develop, manage and maintain a close working relationship with the Marketing & Communication team including Internal Comms, Digital team, Social Media team and Corporate Communications team where appropriate. Through effective line management, be responsible for improving the social media presence of Chapel Gate and managing the website on a regular basis.

17. Develop, manage and maintain a close working relationship with the Estates team to ensure facility jobs are logged appropriately, completed and communicated out to our customers.
18. Support the CG General Manager with any large-scale developments/projects in the department e.g. XN leisure management system improvements, NGB funding etc.
19. Develop innovative ways to engage and retain the existing customer base and ways to grow develop our customer base further (e.g. community members, promotions). Design ways to gain customer feedback and measure impact and respond accordingly by making appropriate changes and/or recommendations to senior management.
20. Being autonomous in actively seeking, developing and maintaining opportunities for joint working arrangements and partnerships with other BU departments, SUBU, local schools, sports clubs and NGBs across the conurbation to broaden the opportunities for students to participate in sport and physical activity. Partnerships should have the capability to generate income and/or enhance student experience.
21. Be creative and driven to investigate, influence and establish possible new areas of business activity that relate to the strategic direction of the department. For example, utilising quiet times at CG, take through from conception, through development with relevant stakeholders.
22. Procure items that are required for the effective delivery of services and operations within the department ensuring adherence to BU's Financial Regulations.
23. Develop a good working knowledge of operations, activities, facilities and programmes available at the SportBU Talbot Campus site in order to cross refer/promote when necessary.
24. Participate in SS and University wide events (e.g. open days, fresher's activities) where appropriate.
25. To actively contribute to the delivery of the SS Plan within the remit of your job, with the ultimate aim of enhancing student experience and providing a high-quality service to all SSS customers, whilst improving efficiency and effectiveness of core University processes and systems.
26. To undertake any other appropriate duties as required.

## Organisation Chart



## Contacts

**Internal:** SportBU colleagues, Chapel Gate colleagues, Students, Staff, Estates, Finance, Health & Safety team, BUCB Directors

**External:** Customers, Chapel Gate sport sections personnel, section sports club members, leaseholders and their customers, event bookings and customers, manufacturers and suppliers, local sports leagues secretaries, referees, relevant personnel appropriate to industry,

## Challenges

- Assist and provide operation coverage and management of a busy and diverse sports site
- Being highly organised and having good attention to detail are vital
- Managing and balancing the needs and requirements from the many varying users of the site.
- The person must be proactive and autonomous to identify problems and find solutions swiftly whilst delivery a high level of service.

## 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.

### **Additional Information**

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 and comply with the Universities Sustainability Policy, Carbon Management Plan and associated documents, and to ensure that whilst at work that they demonstrate the adoption of sustainable habits or practices and carry out their day-to-day activities in an environmentally responsible manner.

**July 2025**



## Person Specification

Position / Job Title: <b>Programme Manager (CG Operations)</b>	
Faculty/ Service <b>SportBU (Student Services)</b>	Date: <b>March 2024</b>
<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
Experience of working in a multi-facility leisure environment	E
Experience of marketing & communication strategies and tactics	E
Strong knowledge of health and safety legislation & guidelines appropriate to the sport and leisure facility environment	E
Experience of managing a large programme of activities and a track record of successful income generation and/or engagement	E
Experience of working with a Leisure Management booking system with regards to both front and back-end management	E
Experience of cash reconciliation and financial management and administration including budgeting, forecasting, invoicing and procurement activities	E
Experience of line managing staff and performance management	D
Knowledge of HR policies and procedures	D
Experience of working in a HE environment	D
Supervisory/management qualification or equivalent experience	D
Experience of amending websites, social media and digital content	E
Experience of working in marketing and promotions	E
Experiencing of engaging with customers within an interactive platform	E
<b>Skills</b>	
Able to use social media in a professional capacity	E
Excellent interpersonal communication skills with the ability to communicate and network with a wide range of customers & industry contacts	E
Excellent time management and organisational skills – ability to juggle multiple tasks and varied workload with deadlines being met	E
Ability to work on own initiative within a busy team environment	E
Ability to effectively delegate	E
Proven problem solving ability	E
Proven ability to manage, lead, mentor and motivate/inspire staff around you	E
Excellent IT skills and knowledge of IT systems and programmes	E
<b>Attributes</b>	
Flexibility approach to the working day/week to work on a shift rota basis to include regular evening and weekend working	E
A positive can-do attitude and excellent team player	E
Good attention to detail	E
Ability manage a large number of tasks at any given time	E
Ability to work on own initiative and generate new ideas for service delivery	E
Assertive but with reservation, diplomacy and tact when appropriate.	E
Creative flair	E

Pro-active in engaging with all elements of the business, keen to learn and grow within the department	E
Customer focussed approach to service delivery	E
Ability to share information accurately and timely	E