



Job Description

JOB TITLE	Sports Centre & Lettings Regional Manager
JOB FAMILY	Thinking Fitness
PHASE	Central
SALARY GRADE	Grade F
HOURS	37
REPORTING TO	Head of Business Development
RESPONSIBLE FOR	NA

Job Purpose

Responsible for the operation and development of three Thinking Fitness sports centre's and lettings across our 17 schools during hours of community use.
Your priority will be to ensure the delivery of excellent customer service, financial returns and enhancing the profile of Thinking Schools Academy Trust in the wider community.

Duties and Responsibilities

OPERATIONAL MANAGEMENT

- Ensuring all public sports and lettings facilities/bookings across all schools are operated safely, effectively and efficiently.
- Ensuring all relevant Risk Assessments, Operating Procedures & Fire Assessments are managed and observed.
- Ensuring the successful operation of the facilities and delivery of programmes of activity either in-house or through selected third parties.
- Formulating and monitoring realistic performance and customer service measures.
- Continue to produce an exercise class timetable that is popular amongst members.
- Reviewing Thinking Fitness and Lettings weekly and monthly income.
- Ensuring that activities and plans remain consistent with the Trust's primary goal to deliver its educational objectives.
- Be the first point of contact and lead on any sports centre or lettings operations.



STAFF MANAGEMENT

- Managing and developing staff, including recruitment, training, rotas and managing annual leave.
- Compliance with all relevant regulatory requirements, GDPR Management and Trust policies.
- Leading and motivating the team to deliver on financial and operational plans.
- Holding regular staff meetings/performance reviews and maintaining records accordingly.
- Managing the Thinking Fitness freelance class instructors, ensuring all invoices are paid on time and annual leave classes covered.
- To cover team annual leave and sickness.

BUSINESS DEVELOPMENT

- Working with the Lettings Team to develop relationships with potential new users and clubs of the Trust's facilities; ensuring potential revenue streams are maximised.
- Expanding the Thinking Fitness membership base.
- Improve the lettings service and look for ways to maximise income.
- Working with the Head of Business Development and the marketing department to develop marketing collateral for Thinking Fitness and Lettings, including responsibility for an effective online presence. A particular focus will be on the acquisition and retention of members.
- To create birthday party package for children and for Thinking Fitness to be seen as an area leader of birthday parties.
- • To better provisions for our students, to include sports coaching, after school and holiday provisions.

STAKEHOLDER MANAGEMENT

- Managing relationships with existing clubs and/or groups that use our schools facilities.



- Development of community partnerships from a user and programme perspective, including sports clubs, charities and residents' associations.
- Working with other Trust staff, including Head Teachers and PE departments to ensure an appropriate balance between the schools' usage requirements and wider community use of facilities.
- Working with Trust facilities teams to prevent and rectify any facility issues, ensuring a safe facility is provided for staff and customers.
- Work together with Trust facilities staff to manage evening and weekend lets.
- Ensuring consistent brand messages and maximisation of benefits to pupil recruitment from community use of the Trust's facilities.

CUSTOMER ENGAGEMENT

- Working with users of the facilities (pupils, staff and local community) to encourage high levels of engagement.
- Acting as a role model, showing the benefit of a healthy lifestyle to users of the sports facilities.
- Working with the school heads to support the encouragement of sports for the younger pupils through shared activities and taster sessions.

OTHER RESPONSIBILITIES

Sports Grants

- Identify opportunities for TSAT schools to gain access to sporting grants and write bid applications.

Sporting Provision

- Work with schools and business managers to manage coaching contracts
- Work with schools to ensure they maximise their sport premium

Holiday camps

- Lead on ensuring TSAT has fantastic holiday camps run by TSAT staff and with high and growing occupancy levels.

Generic Duties relevant to all members of Staff



Working with colleagues and other relevant professionals

- Communicate effectively with other staff members, customer and service users
- Collaborate and work with colleagues and other relevant professionals within and beyond the Trust
- Develop effective professional relationships with colleagues

Professional development

- Help keep their own knowledge and understanding relevant and up-to-date by reflecting on their own practice, liaising with their line manager and identifying relevant professional development to improve personal effectiveness
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the Trust
- Take part in the Trusts appraisal and performance management procedures

Personal and professional conduct

- Uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school
- Have proper and professional regard for the ethos, policies and practices of the Trust, and maintain high standards of attendance and punctuality
- Demonstrate positive attitudes, values and behaviours to develop and sustain effective relationships with the Trust community
- Respect individual differences and cultural diversity

The Trust

- The ethos of our Trust is “Transforming Life Chances”. All staff are expected to be committed to this aim in everything they do.
- It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust’s visions and aims. All staff should act with professional integrity at all times, following the “Code of Conduct”.
- You will be asked to work across site within the Trust and you should expect to travel between sites as required.

Teaching and Learning

- This is our core business and therefore it is an absolute priority. You are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the



core business. This may mean undertaking tasks outside of your area of responsibility where required.

Customer Service

- At TSAT customer service is paramount to our way of work; All staff will be required to mirror our philosophy and take pride in offering a fantastic customer experience to all stakeholders modelled on our four Customer First Values - Trusted, Solution Focused, Approachable & Timely

ICT

- It is expected that all teaching and support staff follow the ICT Vision of the Trust.
- All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems.
- All staff are expected to follow the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

Health and Safety

- Employees are required to work in compliance with the Academy's Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.
- In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals.

Safeguarding

- The Thinking Schools Academy Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Thinking Schools Academy Trust. Any safeguarding or child protection issues **must** be acted upon immediately by informing the Designated Safeguarding Lead.



Data Protection

- The Thinking Schools Academy Trust takes the responsibility of protecting and securing the data of Pupils, Staff, Parents and all associated individuals very seriously. The Trust requires all staff to complete data protection training and to adhere to its Data protection policies and procedures. All staff must ensure that if they suspect a data breach they must inform the Trust Data Protection officer immediately.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.

I understand and agree to the job description of a Sports Centre & Lettings Regional Manager

Name:

Signed:

Date:



Person Specification

<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none">• Operational management experience in the sport and leisure industry, including health and fitness facilities and artificial turf pitches.• Experience in business development including sales and negotiation, ideally in the sport and leisure industry.• Experience of stakeholder management, with the ability to persuade and influence a wide range of individuals and groups.• Successful track record in developing and delivering business plans, including profit & loss accountability.• Successful track record in the delivery of targets alongside operational KPIs.• Team leadership, management and development experience, with staff development at the forefront.• Specific sport and leisure marketing experience.• Knowledge and experience of undertaking risks assessments for sport/leisure/school facilities and the implementation of appropriate health and safety policies and procedures.• Enhanced DBS check or willingness to undergo check.• Passion for sports, physical activity and healthy lifestyles.• Ability to manage a large number of competing priorities.• Hard working and determined with a mind-set of attention to detail and commitment to excellence.	<ul style="list-style-type: none">• University degree educated and professional qualifications.• Level 2 Fitness Instructor Qualification or Level 3 Personal Trainer Qualification, or the ability and willingness to acquire this qualification.• Experience in education and working in large schools.• IT literate and able to work with a range of programmes and applications.