

JOB DESCRIPTION

Job Title	Assistant Manager
Job Reference Number	YT2613
Closing Date	Sunday 29 March 2026
Interview Date	Thursday 9 April 2026
Location	Middleton Arena
Pay Band	Band 4, £29,094 - £32,591 per annum (pro-rate for part time hours)
Hours of Work	37 hours per week
Accountable To	General Manager, Deputy General Manager
Accountable For	All Operational Staff
Special Conditions	The post-holder is expected to be flexible to ensure that the needs of the business are met at all times and evening, weekend and Bank Holiday working will be required as directed by the service. All positions are subject to a DBS Check appropriate to the role.

1. PURPOSE OF THE JOB

The purpose of the job is to provide a professional, efficient and high quality service to customers of Your Trust. This includes overseeing and running the day-to-day operations and performance of the Centre including fitness, children's activities and programming of facilities as well as ensuring exceptional customer service and health and safety standards.

2. DUTIES AND RESPONSIBILITIES

- a) To assist the General Manager and Deputy General Manager to monitor and improve all aspects of the operation of the Centre(s) including information technology, administration, human resource management, business development and financial management;
- b) To assist the General Manager and Deputy General Manager to ensure that asset management of the Centre is undertaken to a high standard to ensure an effective and economic operation and a high standard of upkeep and energy efficiency;
- c) To assist the General Manager and Deputy General Manager to ensure that the Centre adhere to policies, practices and procedures including financial regulations and health and safety requirements;
- d) To plan and deliver an inspirational and profitable programme of activities to achieve KPI's;

- e) To be commercially focused, driving customer retention and the up selling of products and services such as Health and Fitness, Aquatics as well as other income streams;
- f) To resolve challenging issues that may arise in a customer centric environment;
- g) To actively support the General Manager and Deputy General Manager to successfully exceed financial targets;
- h) To recruit, induct and train and develop team members;
- i) To manage staffing rota's in a creative way to ensure financial prudence;
- j) To lead, mentor and coach team members to build an inspired, knowledgeable and well trained team;
- k) To motivate and inspire staff by instilling a supportive, positive, enjoyable yet professional environment to work in;
- l) To ensure that pool plant procedures (where applicable) as well as other routine and non-routine maintenance requirements are undertaken;
- m) To provide cover for annual leave or sickness as required across the Sport and Leisure Service.

3. ADDITIONAL DUTIES

- a) Data Quality - To ensure that Your Trust policy and procedures in respect of GDPR and Data Quality are adhered to consistently and at all times in respect of any data collected or used in the planning and delivery of services.
- b) Equality & Diversity - To work in accordance with Your Trust policy and procedures relating to the promotion of equality and diversity and to ensure that these are effectively and pro-actively applied in the delivery of all facilities and services.
- c) Health, Safety and Welfare - To be responsible for the health, safety, and welfare of self and other persons who may be affected by job holder's actions or omissions whilst at work. Additionally, be responsible for maintaining and implementing the requirements of the Health and Safety at Work Act and for the execution of any duties and responsibilities attached to the job within the company's health and safety policy and procedures. A high standard of personal hygiene and personal presentation is required at all times.
- d) Performance Management - To promote and practice a performance management culture within all facilities and services, including the setting and achieving of team and individual performance targets and the implementation of robust monitoring, evaluation and reporting systems.

- e) Relationships - To promote positive working relationships with all internal and external parties ensuring adherence to the Customer Charter and Staff Code of Conduct.
- f) Training and Development - To participate in any training initiatives in relation to the duties of the post and ensure that personal qualifications are kept valid via attendance on training as provided by the service as reasonably practicable.

PERSON SPECIFICATION

Note to Applicants

The **Essential (E)** criteria are the qualifications, experience, skills or knowledge you must show you have to be considered for the job.

The **Desirable (D)** criteria are used to help decide between candidates who meet all the Essential criteria.

If the **Identified By** column says **Application Form (A)** you must include in your application information to show how you meet the criteria using examples from paid/voluntary work or Education. If the column says **Interview (I)** this will be discussed at this stage.

Qualifications and Experience	Essential / Desirable	Identified By
Qualified to Level 2/3 or equivalent in a relevant subject	E	A / I
Supervisory or Team Leader experience in a sport or leisure environment including mentoring, motivating and coaching	E	A / I
Experience of working in a customer facing, target driven environment with a proven record of achieving results	E	A / I
Hold Pool Plant Operators Certificate or demonstrate commitment and ability to achieve within 3-6 months	E	A / I
Hold First Aid at Work Certificate or demonstrate commitment and ability to achieve within 3-6 months	E	A / I
Hold IOSH Working or demonstrate commitment and ability to achieve within 3-6 months	E	A / I
Hold NPLQ 10th Edition or demonstrate commitment and ability to achieve within 3-6 months	E	A / I
Membership of a relevant professional body associated with sport and leisure e.g. CIMSPA	D	A / I
Hold RLSS Trainer Assessor	D	A / I
Hold L2 Team Leading or Management qualification or equivalent	D	A / I

Skills and Knowledge	Essential / Desirable	Identified By
Proven ability to develop positive relationships with stakeholders, partners and members of the public including effective management of compliments and complaints	E	A / I
Knowledge of a range of sports and leisure related products and services and demonstrable confidence in promoting these	E	A / I
Ability to use own initiative and think commercially to support the development of the service	E	A / I
Ability to train, develop, mentor and supervise a team of people including setting targets and motivating staff to achieve	E	A / I
Ability to co-ordinate tasks to deliver activities and events smoothly	E	A / I
Ability to problem solve and make key decisions under pressure, including prioritising and meeting deadlines	E	A / I
Excellent communication; both oral and written and excellent interpersonal skills	E	A / I
Excellent IT skills (Word, Excel, Outlook)	E	A / I
Excellent time management skills	E	A / I
Awareness of delivering a balanced facility programme	D	A / I
Knowledge of one or all of the following; fitness, sports, aquatics, health and fitness, programming for the community	D	A / I

Special Working Conditions	Essential / Desirable	Identified By
Able to work flexibly including evenings, weekends and Bank Holidays	E	A / I
Demonstrate commitment to Your Trust Values of Care, People Focussed, Inclusive and Excellence	E	A / I
High standards of personal presentation and appearance	E	I
Full UK driving licence or ability to travel around the Borough	D	A / I

Post Holder Name	
Post Holder Signature	
Date	

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Completed By: Head of Active Leisure and Wellbeing