

A stylized map of the Teviotdale area, overlaid with a large, colorful geometric graphic consisting of several overlapping triangles in shades of blue, yellow, green, pink, and purple.

Recruitment Pack for

Teviotdale Operations Manager

Hours: 37 hours per week
Location: Teviotdale Leisure Centre, Hawick
Closing Date: Sunday 7th July 2024
Job Ref No: 0813
Salary: Grade 8 £16.70 - £18.06
(£32,219.04 - £34,842.86)

This pack includes details about our organisation to assist you with your application:

- Introduction to Live Borders
- Our Strategic Vision
- Our Values
- Job Description and Person Specification
- Conditions of Employment

More information can be found on our website www.liveborders.org.uk

If you would like to apply for this post, please go to <https://liveborders.bamboohr.com/careers/28>

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our People team recruitment@liveborders.org.uk to discuss your needs or request a call back.

We look forward to receiving your completed application.



Introduction to Live Borders

Live Borders is the sport, leisure and culture trust for the Scottish Borders – this means we are a charity. Our aim is for everyone living, working and visiting the Borders to be **healthier, happier and stronger**.

Live Borders is governed and led by a Board of Trustees who set the strategic direction and monitors performance of the organisation.

Our Strategic Vision

Vision: Everyone living in, working in, and visiting the Borders to be healthier, happier and stronger.

Mission: We use our energy, enthusiasm and knowledge to support more people to experience more, learn more, and move more.

Strategic Goals:

- Expand levels of participation
- Grow our earned income
- Develop new funding streams
- Build on our reputation for great customer service
- Create a sustainable charity
- Nurture our people to be proud of what they do

Our Values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture. We use our energy, enthusiasm and knowledge to support people to experience more, learn more and move more.

Our Values underpin all that we do: [Live Borders Values](#)

Every penny spent with us is reinvested into supporting active, creative and healthy communities.

The executive team led by the CEO provide the strategic lead on the management and development of Live Borders to ensure we are a sustainable, dynamic and flexible organisation fit for the future and that meets our stated outcomes.

JOB DESCRIPTION AND PERSON SPECIFICATION

Post:	Teviotdale Leisure Centre Operations Manager
Department:	Sports
Reporting to:	Head of Sports Service

Job Purpose:

Responsible for leading the successful operational management and development of designated town/area. (Teviotdale & Wilton Pool).

Responsibilities:

1. Assist the Head of Operations (sport) to develop the annual business plan for Teviotdale Leisure Centre.
2. Create unit plans for the staff and business, focusing on service delivery to ensure agreed performance targets are achieved.
3. Contribute to and drive the development of an effective Commercial Service Plan to deliver our longer term vision, mission and objectives.
4. Manage, monitor and report on Teviotdale Leisure Centre budgets to ensure agreed performance targets are achieved and any corrective action implemented.
5. Delivery of a forward thinking and innovative approach to overall programming and product development that positions Teviotdale Leisure Centre as a destination leisure facility and a different brand to other facilities in our portfolio.
6. Investigate business development opportunities with the support of the Head of Sport Service Managers to maximise income generation, service development and achieve agreed performance targets.
7. Produce appropriate reporting to senior management for Teviotdale Leisure Centre in respect of operational matters and performance.
8. To work with Marketing and Communications Manager/Officers on all aspects of marketing planning to ensure both strategic and tactical marketing activity is implemented to achieve agreed performance targets.
9. To work with the Property and Asset Manager to ensure that Teviotdale Leisure Centre meets the health and safety management system to ensure compliance with health and safety legislation.
10. Undertake all line management responsibilities to ensure that the Teviotdale team are appropriately trained, supported and developed to deliver both an effective level of customer service and agreed performance targets.
11. To work with internal & external colleagues to identify external funding opportunities to support the development of Teviotdale Leisure Centre.
12. Work collaboratively with all other departments and colleagues to develop and implement the business plan with effective results.
13. Oversee, analyse and report on all operational & financial performance to include; Swimming, Health & fitness, Retail, Food & Beveridge, Play activities/soft play and Bowls.
14. Responsible for overall operational delivery and service level agreement management of Wilton Pool.

15. Represent Live Borders externally on all aspects of our Facility development to ensure the continued positive profile of Live Borders and our vision and mission.

Other details:

Requirement to work out of hours or weekends – as required

Person Specification:

EDUCATION			
Essential	Assessed by	Desirable	Assessed by
SVQ Level 3 or above in Leisure Management of equivalent	Application	Evidence of CPD in management	Application/ Interview
Full driving license	Application		
Pool Plant Room Qualification	Application	Pool plant room experience	Application/ Interview
EXPERIENCE			
Essential	Assessed by	Desirable	Assessed by
3 years experience managing a leisure facility	Application/ Interview	Experience in managing resources.	Interview
People Management and staff programming experience	Application/ Interview		
Experience of effectively managing budgets and performance indicators	Application/Interview	Strong financial management skills	Interview
Experience of working in collaboration to deliver key outcomes	Application		
Proven ability to effectively develop strong internal and external partnerships to deliver business objectives	Application/Interview		
SKILLS AND KNOWLEDGE			
Essential	Assessed by	Desirable	Assessed by
Strong leadership skills	Interview		
Excellent communication skills (written and verbal) at all levels	Interview	High level of self –confidence	Interview
Strong people management skills	Interview		
Excellent working knowledge of MS Office suite	Application/ Interview		
First class report writing	Application		

Excellent presentation and public speaking skills	Interview		
Organisational proficiency	Application/ Interview		
Strong Delegation skills	Application/ Interview		
Credible and confident Coaching skills	Application/ Interview		

SUMMARY OF CONDITIONS OF SERVICE

Location:	Teviotdale Leisure Centre, Hawick (colleagues may be required to work at any Live Borders site during their career with us).
Hours of Work:	37 hours per week worked as agreed with line manager
Payment Method:	Paid monthly on the last banking day of each month.
Annual Leave:	Up to 2 years' service = 30 days (pro-rata for part time) Increases by an extra day after completion of two years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 5 additional days.
Public Holidays:	4 designated public holidays per year (pro-rata for part time)
Notice Period:	4 weeks, as detailed in any offer of employment
Pension:	Option to join Group Personal Pension; employee contribution from 5% with the option to join the Local Government Pension Scheme after 5 years' service.
Equal Opportunities:	Live Borders is an Equal Opportunities Employer and considers applicants on their suitability for the post regardless of sex, race, religion, disability or sexual orientation.
Sickness Allowance:	Employees with less than 6 months' service get Statutory Sick Pay (SSP) only. Occupational Sick Pay is available to employees with more than 6 months' service (when the sickness commences) and starts from 5 weeks' full pay/ 5 weeks half pay and increases to a maximum of 26 weeks' full pay/ 26 weeks half pay after 5 years' service.
Presentation:	Live Borders has strict standards of presentation; which staff are required to comply with. Uniforms are provided for the majority of posts where provided these must be kept clean and well presented. Where a uniform is not provided appropriate business dress is expected.
Other Benefits:	Free access to all our sports facilities Cycle To Work Scheme Access to ASVA Healthy Extras – includes retail discounts and access to health and wellbeing services

Please note that this is a summary of Live Borders conditions of service. If you are successful at interview and are offered employment, the specific conditions that apply to you will be detailed in your contract.

INFORMATION FOR ALL JOB APPLICANTS

Evidence of Right to Work in the United Kingdom

As a result of the Asylum and Immigration Act 1996, Live Borders requires every employee to provide evidence of eligibility to work in the UK. This will be required from the successful candidate prior to the appointment being made. Please do not send documentation at this stage. There are a number of specified documents which you could provide, some of which are list below. Only one is required:

1. A passport describing the holder as a British Citizen
2. A passport containing a Certificate of Entitlement issued by, or on behalf of the Government of the United Kingdom, certifying that the holder has the right of abode in the UK.
3. A passport or national identity card issued by a State which is a party to the European Area Agreement and which described the hold as a national of that state.
4. A registration card which indicates that the holder is entitled to take employment in the UK
5. A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
6. A certificate of registration or naturalisation as a British citizen, with documentary evidence of the National Insurance Number.

Disclosure Scotland

The successful candidate will be subject to a Protecting Vulnerable Group registration to become a member of the Disclosure Scotland PVG Scheme, if this a requirement of the post. The cost of this registration will be met by Live Borders.

Live Borders

For more information about Live Borders please visit our website www.liveborders.org.uk

Please contact our People Team on recruitment@liveborders.org.uk if you require any other information about working for Live Borders.