



RECRUITMENT PACK

Area Operations Manager





CONTENTS

About Live Borders

A message from our CEO

The Role

Key Responsibilities

Knowledge and Experience

Packages and Benefits



ABOUT LIVE BORDERS

Live Borders is a forward-looking charitable trust at the heart of the Scottish Borders, delivering active, creative, heritage, life-long learning and community services that make a real difference to people's lives.

We exist to help communities thrive - physically, creatively and socially. Every day, our teams support people to be active, curious and connected, whether that's through sport and fitness, libraries and learning, arts and heritage, museums, events or community programmes.

Since our establishment in 2016, Live Borders has brought together sport, leisure, culture and learning services into one organisation with a shared purpose: to improve wellbeing, reduce inequality and strengthen communities across one of Scotland's most distinctive regions.



A PLACE-BASED ORGANISATION DELIVERING SOCIAL IMPACT

The Scottish Borders is a unique place - rural, diverse and deeply connected to its communities. Live Borders reflects that. We deliver services across towns, villages and rural communities, reaching people of all ages and backgrounds.

Each year, we support more than a million visits to our sport and leisure facilities and hundreds of thousands of visits to our cultural venues and services. But our ambition goes beyond numbers. We want to ensure that what we offer is relevant, inclusive and responsive to the changing needs of the communities we serve.

We reinvest every penny we generate back into services and communities, ensuring public value and social impact sits at the heart of everything we do.

A TIME OF OPPORTUNITY AND CHANGE

Live Borders is on an exciting journey. With new leadership and a clear focus on impact, we are strengthening how we engage with communities, partners and stakeholders, and how we tell our story.

This is a place for people who want to make a difference - who are motivated by purpose, but also excited by change, improvement and innovation.



A MESSAGE FROM OUR CHIEF EXECUTIVE

Thank you for your interest in joining Live Borders.

Live Borders plays a vital role in the life of the Scottish Borders. Every day, our teams support people to be active, creative, curious and connected, through active living, creativity, culture and heritage, learning and community services. The impact of this work is felt across our communities, and it matters deeply.

We are a values-led organisation with a strong sense of purpose, and we are also one that is evolving, responding to the changing needs of our communities, the challenges facing the public and third sectors, and the opportunities ahead of us. This is a moment to be ambitious, thoughtful and bold about how we deliver our services and how we engage with the people we serve.

Everyone who works at Live Borders plays a part in our success. We are looking for people who care about people and place, who bring ideas, enthusiasm and commitment, and who want to do work that makes a positive difference. Whether your role is frontline, operational, specialist or strategic, you will be supported to contribute, grow and do your best work.

At Live Borders, we value openness, inclusion and teamwork. We believe that empowered people deliver the best services, and we are committed to creating an environment where our teams can grow, develop and do their best work.

If you are motivated by purpose, excited by change and keen to be part of an organisation rooted in community and impact, I encourage you to consider joining us.

I look forward to welcoming you to Live Borders.

Catriona McAllister
Chief Executive
Live Borders



THE ROLE

Hours: 37 hours per week / Permanent

Location: Newtown St Boswells

Salary: £36,976.19 - £40,006.71

Responsible for the efficient and effective operational management and development of their site(s). Aligned with the Live Borders' Strategy, drives income and footfall, ensuring that service delivery meets strategic and operational objectives.

Supports the Head of Sport to develop and deliver Sports and Community Facilities and services across their site and the broader region.

Works with the Programming Manager to deliver programmes from their site(s), including swimming lessons and fitness classes, that maximise income through membership and pay-as-you-go custom.

The specific location is to be determined following an ongoing restructure.

OTHER DETAILS

- Undertake any other reasonable duties which may be requested by Live Borders
- Requirement to work out with normal hours (evenings/weekends): Occasional, by arrangement
- Full UK Driving Licence and access to vehicle essential.
- Live Borders offers a flexible working environment, with a hybrid approach.



KEY RESPONSIBILITIES

Strategic Development	Support the Head of Leisure Services and contribute to the development and delivery of strategic plans for their function, ensuring that focus remains on delivery of strategic objectives as agreed with the Board and SBC.
Service Delivery	Develop, maintain, and deliver an annual business plan for your site(s).
	Accountable for the delivery of KPIs for their site(s).
	Ensure that through documented service standards, their site(s) delivers an exceptional customer journey and customer service experience, demonstrating continual improvement.
	Ensure that staff develop and maintain an excellent understanding of the key customers /target audience to ensure retention and growth
Budget Management	Manage, monitor and report on site budgets to ensure agreed performance targets are achieved.
	Work with Head of Finance and Head of Leisure Services to set and phase budgets
	Ensure the site(s) maximises its income through programming of income-generating activities, with the support of the Programming Manager.
People Management	Undertake all line management responsibilities to ensure that all staff are appropriately trained, supported and developed to deliver both an effective level of customer service and agreed performance targets.
	Ensure performance development reviews are carried out for all team
	Ensure the organisational structure of the site(s) is fit for purpose and meets requirements.
	Ensure that staff adhere to HR policies and procedures for the recruitment, development and management of staff.
	Ensure that staff follow organisational procedures and practice in relation to communicating with their teams.
	Ensure staff adhere to a staff training programme and attend CPD as necessary to keep fully compliant
Role Specific Responsibilities	Ensure that staff adhere to all Health & Safety procedures and guidelines. Monitor all H&S reports (including audits) and ensure that recommendations are implemented within agreed timescales.
	Support the Programming Manager to review existing products, services and markets in order to keep in line with customer/market demand.
	Provide and present reports, data and advice to the Head of Sport, senior management and to Board as required.
	Investigate business development opportunities with the support of the Head of Leisure Services and the Programming Manager to maximise income generation, service development and achieve agreed performance targets.
	on call rota along with other Area managers



KNOWLEDGE & EXPERIENCE

EDUCATION

Essential	Assessed	Desirable	Assessed
Minimum of Degree in relevant subject or able to demonstrate equivalence through a programme of CPD and experience	A/I	Evidence of CPD in management	A/I
Full, clean driving license and access to own car	A/I	Pool plant room experience	A/I
Pool Plant Room Qualification	A/I		
Pool Lifeguard Qualification	A/I		

EXPERIENCE

Essential	Assessed	Desirable	Assessed
Demonstratable of experience managing a leisure facility at a senior level	A/I	Experience in managing resources.	A/I
People Management and staff programming experience	A/I	Strong financial management skills	A/I
Experience of effectively managing budgets and performance indicators	A/I		



Experience of working in collaboration to deliver key outcomes	A/I		
Proven ability to effectively develop strong internal and external partnerships to deliver business objectives	A/I		

SKILLS AND KNOWLEDGE

Essential	Assessed	Desirable	Assessed
Strong leadership skills	A/I	High level of self -confidence	A/I
Excellent communication skills (written and verbal) at all levels	A/I		
Strong people management skills	A/I		
Excellent IT skills and First class report writing	A/I		
Excellent presentation and public speaking skills	A/I		
Organisational proficiency	A/I		
Strong Delegation skills	A/I		
Credible and confident Coaching skills	A/I		



PACKAGES & BENEFITS

Pension: Starts with a 5% company contribution into an Aviva scheme, increased to 10% after 2 years service. After 5 years service, you can join the Local Government Pension Scheme (current company contribution is 17%)

Holidays: Starts at 30 days of annual leave plus 4 public holidays (for Christmas and New Year). Increases with service up to a maximum of 35 days after 6 years' service.

Free membership at our Gyms & Swimming Pools

Free entry to our Attractions (e.g. The Great Tapestry of Scotland, The Jim Clark Motorsport Museum)

Death in Service benefit of 3 times salary

ASVA membership: We are a corporate member which means staff can get free access to other member attractions, including Edinburgh Zoo and Historic Scotland sites.

Cyclescheme: Saves the employee tax and NI contributions on the purchase of a new bike and accessories

Help@Hand: Employee assistance programme which includes a variety of services including a 24 Hour advice and information line with support including -

- Counselling and legal information
- Financial Support
- Remote GPs: where employees can arrange a call back from a practising UK GP 24/7
- Savings and discounts - access savings and rewards across a variety of big brands



NEXT STEPS

If you would like more information or an informal chat about the role, please contact Catriona McAllister on cmcallister@liveborders.org.uk

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

Hours: 37 hours per week /Permanent

Location: Newtown St Boswells

Salary: £36,976.19 - £40,006.71

Closing Date: 6th April 2026 at 9am

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.

We look forward to receiving your completed application.