

EXPERIENCED FULL TIME CENTRE MANAGER FOR DLR LEISURE LOUGHLINSTOWN

DLR Leisure operates and manages 4 leisure facilities and 1 Golf Club on behalf of Dún Laoghaire Rathdown County Council. The 4 Centres are:

1. DLR Leisure Loughlinstown
2. DLR Leisure Monkstown
3. DLR Leisure Meadowbrook
4. DLR Leisure Ballyogan and

DLR Leisure Stepside Golf Club

Responsible for:

Duty Managers, Leisure Instructors, Maintenance Staff, Receptionists & Administration Assistant, Cleaners, Multi Sports Camp Staff & Relief staff

Main Purpose:

To effectively manage, operate and deliver front line services in accordance with the DLR Leisure Services' strategies, policies and plans. To develop, evaluate and monitor all aspects of the management of the centre including income and expenditure, health & safety, staffing, marketing & promotions. To enhance the appearance and performance of the facility through effective leisure programming. To ensure excellent customer service experiences and service is delivered to all clients.

Main Activities:

- To ensure that the centre adheres to DLR Leisure's policies, practices and strategies including financial regulations, standing orders and health & safety requirements.
- To monitor and evaluate all aspects of the operation of the centre including Information Technology, Administration, Human Resource Management, Business Development and Financial Management.
- IT reporting and the ability to use a variety of software packages such as TMS, Excel, POS systems
- To develop, review and implement Continuous Improvement Plans for Integrated Management System, Investors In People etc.
- To recruit, deploy, train and develop the workforce in line with DLR Leisure's policies
- To mentor and develop the team of employees to facilitate career enrichment and development.
- To develop a balanced programme of use that ensures maximum utilisation of all facilities and maximises potential income generation whilst ensuring that under-represented groups have access to physical activity opportunities
- To market, promote and evaluate all aspects of the service to ensure value for money and financial viability of instructed classes, courses and holiday activities.

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- To maintain the centre in a good state of repair. To liaise with the appropriate officers of DLR Leisure and their representatives to implement a programme of repairs and maintenance this protects DLR Leisure's asset and meets all Health and Safety and other legislative requirements.
- To attract local, regional, national events to the centre as appropriate.
- To attain External Awards to promote DLR Leisure.
- To ensure facility activity areas are fully utilised; target sports programmes and events to develop business opportunities.
- To attend meetings as required and liaise with all users including public, clubs, sports governing bodies and DLR Leisure officers, maintaining a regular Customer Forum at the Centre.
- To maintain and develop good working relationships with both internal and external customers including public, Schools, Community Groups, Sports Clubs, National Sports Bodies and Officers of the Council.
- To liaise as appropriate with local, regional and National Governing bodies of sport, Sports Partnership and any other organisations to promote sports and participation levels that DLR Leisure are committed to delivering.
- To review and monitor all performance through the analysis of performance data such as usage figures, profit and loss statements for courses, sickness statistics and other available information.
- To act as Duty Manager covering for annual and sickness as required.
- To carry out such duties as may be determined by the Council.
- To be available for pre agreed specific functions outside of normal working hours.

Person Specification for Centre Manager - Experience:

- Minimum of 3 years' experience in a management role.
- Managerial experience including financial management, administration, customer service, staff management & training, pool plant experience, facility programming, operational management and health & safety compliance.
- Must be able to demonstrate a thorough understanding of the operation of a leisure centre including health & safety legislation.
- Must be able to demonstrate the demands of managing within the public sector and is sensitive to the political nature of the organization
- Must be able to demonstrate a clear understanding of customer needs and ensuring this is central to decision making and service delivery
- Must be able to communicate with a wide range of people effectively at all levels.
- Must be able to demonstrate a clear understanding & knowledge in all aspects of Human Resource Management.

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Qualifications or Training:

- Business Degree in Management
- or other relevant qualification
- Evidence of Continuous Personal Development

Practical Skills:

- Must be able to demonstrate excellent leadership and managerial skills
- Must have sound knowledge & understanding of financial management including income & expenditure and profit & loss accounts
- Must have good communication skills written and verbal
- Must have good Information Technology skills
- Must be aware of the political, economical, social and technological environment
- Must be Pool Plant Compliant

Personal Qualities & Attributes:

- Able to work unsupervised and to agreed outcomes
- Able to work in a busy leisure environment
- Able to work as part of a team
- Pleasant friendly personality
- Flexible approach to work