



SENNOCKE CENTRE

SEVENOAKS SCHOOL SPORTS CENTRE

JOB DESCRIPTION

Assistant Operations Manager (Full-time, all year round)





The School

Founded in 1432, Sevenoaks enjoys a global reputation as a centre of academic excellence and a flagship school for the International Baccalaureate. A co-educational day and boarding school, it offers a stimulating, intellectually demanding and balanced education for over 1100 pupils from the age of 11 to 18.

Further information about the school can be found at: www.sevenoaksschool.org.

The Campus

The school is situated in the Kent market town of Sevenoaks and has a prime position at the top of the high street. The 100-acre site, which includes a number of listed buildings and attractive gardens, is beautifully landscaped and adjoins the medieval deer park of Knole. London is only a 30-minute train ride away. Gatwick airport is only 30 minutes by car, and there are good transport links to other London airports and the Channel Tunnel.

The school has first-class resources and facilities, including a superb sports centre, The Sennocke Centre, and a state-of-the-art performing arts centre, The Space, which provides four outstanding venues for music and drama. A world-class Science and Technology Centre and a Global Study Centre for the Sixth Form opened in 2018. An additional boarding house for boys, a contemporary building with light, modern facilities, opened in September 2019.

The Sports Centre (Sennocke Centre)

The Sennocke Sports Centre is a multi-million pound sports venue and is complemented by outlying pitches and hard courts, athletics track, astro pitches and pavilions. The facilities are built and maintained to the highest specification, enabling athletes and players to maximise their performance whilst actively reducing impact on the body and limiting injury.

For this reason we have been recognised for providing excellent training and High Performance facilities.

The centre comprises the following facilities:

- 8 court sports hall
- 25m, 6 lane swimming pool
- Fitness suite & weights room
- 3 glass-backed squash courts
- Dance and aerobics studio
- Rock and rope climbing area
- 3 indoor tennis courts
- Servery & meeting room
- Physiotherapy room
- Floodlit hard court
- Athletics Track, Astro and Grass pitches with pavilions

The Sennocke Centre's primary purpose is the provision of sports facilities and specialist coaching to the students of Sevenoaks School. When not in use by the school, the resources and facilities of the centre are normally available for commercial and community use.



for membership (including staff) activities, performance coaching and courses.

Our aim is to provide both opportunity and excellence for all and we want every user of the Sevenoaks School Sports Centre to feel inspired and motivated to achieve their sporting best.

The Role

This is an exciting opportunity for an ambitious, practically minded operations professional to join our operations team with this role specifically working closely with the Sports Centre Operations Manager. You will take a fully hands on approach of daily running, ensuring operational compliance at all times. You will actively promote use of facilities, engaging with visitors to ensure they have a positive experience. You will foster use of procedures and systems to ensure less experienced staff provide the same quality service at all times. You will actively assist the Operations Manager build a harmonious, competent team, develop robust systems, and support the department successfully implement upgrades.

You will support all aspects of the school & commercial programme, liaising with other school staff. You will lead on all aspects of daily pool management. The role requires an understanding and expertise in deep cleaning which you will carry out in specialist areas and ensure outsourced cleaning meets specification standards.

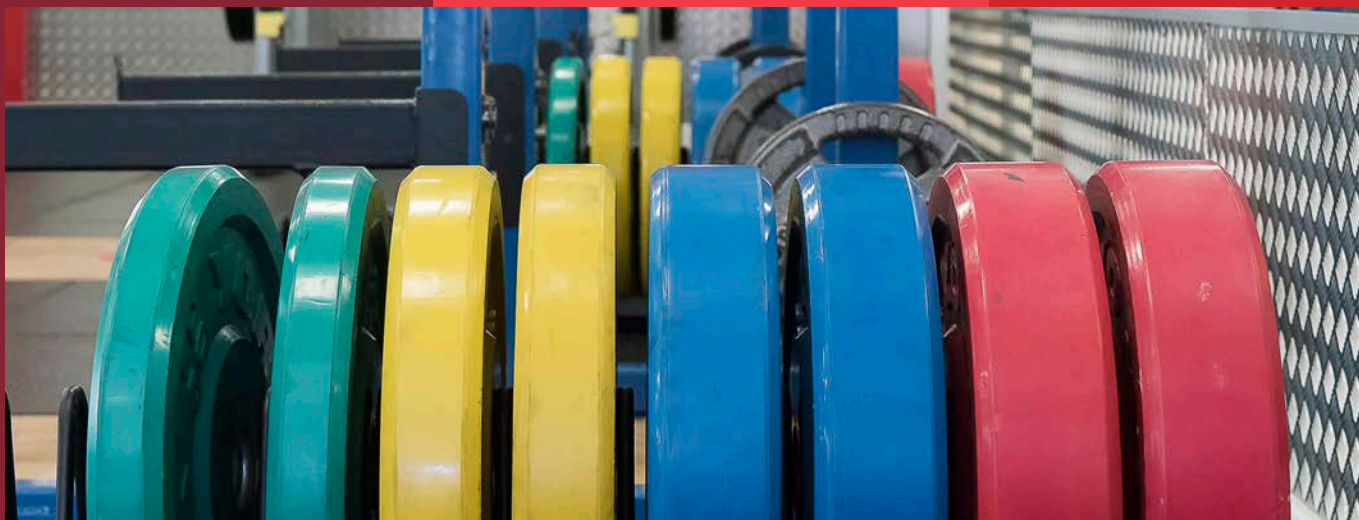
The Centre is also supported by a wider team, including school sports department, fitness instructors, receptionists, course & booking co-ordinators, administrators as well as wider school support departments such as grounds, estates and operations

departments. You will be confident in collaborating with these wider school staff.

The role will be integral in supporting the (SC) Operations Manager delivery of both internal and externally recognised training such as lifeguarding and safety. The role also offers an exciting opportunity for you to contribute to the success of holiday programmes and junior coaching programme.

Responsibilities and Main Duties

- Key holder with responsibility for building opening/closure.
- Arranging tasks for operational staff. Ensure all aspects of daily operations run smoothly and expertise and staffing levels across the department are at appropriate levels and competencies.
- Unconstrained by planned shift times, take immediate action to avoid incidents, accidents, and shortfalls in service.
- To prevent unauthorised access to facilities, welcome visitors, respond to enquiries.
- Keeping abreast of industry best practice and legislation; inspect, clean and prepare equipment and set up/down areas in support of the programme.
- Carry out mandatory safety checks, report faults and make recommendations for upgrades and replacements to the Operations Manager.
- Identify where staff across the department need further support or training in order to meet expected standards.
- Build a professional rapport with other departments, especially those working closely with the sports



centre in a support function, as well as wider stakeholders within the school.

- Be responsible for ensuring all staff are fully conversant with the daily and seasonal timetables and calendar events, identifying programme discrepancies or operational conflicts, finding effective resolutions.
- Support wider school operational planning and set ups, such as sports fixtures, exams, outreach events, or performances.
- Uphold school policies, with specific responsibility for all matters relating to Health & Safety, Safeguarding, Safe recruitment, GDPR and HMRC compliances.
- Reconcile end of shift floats and income, taking action to resolve or investigate discrepancies or make corrections immediately.
- Assist managers develop a successful out of hours club programme.
- Liaise closely with hirers, ensure contract compliance and ensure we promote Sevenoaks School in a positive light.
- Carry out day to day administrative tasks, responding to emails, correspondence, keeping records and registers up to date etc.
- Conduct stock checks, order goods and tidy stores.
- Ensure that any new projects or initiatives are approved by the Centre Manager.
- Deputise for the SC Operations Manager when required.

H&S Duties

- Ensure that the safety of all staff and visitors is met in accordance with health and safety requirements and school regulations.
- Follow the Schools protocols on all H&S matters ensuring prompt and thorough investigation and reporting.
- Review, monitor and keep up to date all risk assessments & safe systems in a proactive manner, implementing improvements where necessary.
- Manage all H&S and operational aspects of visiting contractors, including supervision, access and compliance documentation, ensuring any discrepancies are investigated and any issues dealt with.
- Oversee equipment & safety inspections taking action as required. Maintain records, review and report findings as appropriate.
- Deputise for the SC Operations Manager as Sports Centre Health and Safety Officer (competent person).
- Notify the Centre Manager immediately of any H&S issues or concerns

Training Duties

- Be responsible for the delivery of staff training within your capabilities, ensure staff are trained in all required areas in particular around H&S responsibilities and safe ways of working. Working towards a trainer assessor role.



General Duties

- Work effectively within your approved budget.
- Consider impact of decision making on the wider school community.
- Utilise and optimise systems and resources, ensuring output is both efficient and effective.
- Demonstrate a thorough understanding of business principles.
- Routinely monitor relevant industry & legislative updates. Report findings accordingly and ensure implementation of any necessary changes.
- Contribute and collate marketing content for the department and ensure it is appropriate, accurate and prepared on time.
- Ensure processes and practises are continually realigned in light of feedback, success or revised priorities.
- Have a hands on approach to step in and cover any task that needs to be actioned.
- Provide shift cover for the other roles when required.
- Support the wider operational team from time to time as requested

The Person

The specification below is related to the requirements of the post.

Education and Qualifications

Essential

- Management Degree (or similar relevant industry

experience).

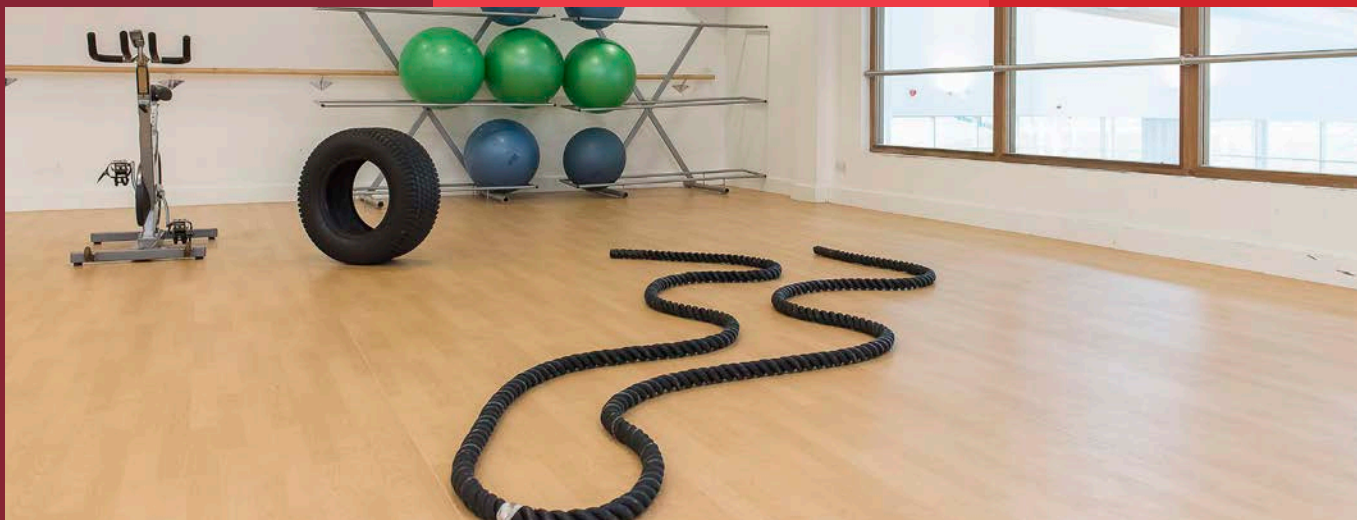
- IOSH (or similar work based Health & Safety trained).
- A registered member of a professional body or network

Desirable

- Experienced RLSS Trainer Assessor (training will be provided to attain this skill).
- (Leisure) Facility Management Qualification.

Skills and Attributes

- Knowledge of regulations & governance relating to sports & fitness management.
- Able to manage complex leisure rotas.
- Experienced in writing risk assessments & safe systems of work.
- Problem solving skills anticipating and sidestepping conflict.
- Disciplined & accurate record keeping.
- Knowledge of operating a dry and wetside environment.
- Knowledge of industry standards relating to a variety of sports and disciplines.
- Successful implementation of programme, membership or capital project initiatives as agreed with the Centre Manager.
- Ability to deliver high quality service.
- Understanding of sales and marketing and basic business principles.
- Acknowledge excellence and challenge any poor performance within your team.



- Ability to engage with stakeholders in an appropriate, articulate, diplomatic and professional manner.
- Ability to disseminate information clearly to ensure it is understood.
- Ability to prioritise & organise own workload and demonstrate ownership of tasks.
- Experience of delivering excellent customer service, handling conflict with tact and diplomacy at all times.
- Resourceful & calm under pressure.
- Excellent communication skills at all levels.
- Fanatical attention to detail.
- Ability to inspire, challenge, influence and motivate others to attain high goals.
- Experience in project management.

Hours of Work / Working Pattern

The Centre operates throughout the year (i.e. not just in school term time) with normal operating hours varying between 06:00 and 23:00 Monday to Sunday. Because of the nature of the business it is not possible to specify exact working hours and while such hours will not normally exceed 40 per week, flexibility will be required as necessary. The successful candidate should be able to commit to regular shift work, including early mornings, evenings, weekends and Bank Holidays.

Salary and Benefits

Salary

The post will attract a full-time annual salary up to £30,000 dependent upon skills, qualifications and

experience.

Benefits

- Holiday entitlement of 33 days (including bank holidays).
- Membership of the school's fitness centre.
- School lunch.
- Membership of the school's defined contribution pension scheme is available.
- Cycle to work scheme.
- Employee Assistance Programme
- Other benefits such as free or subsidised tickets for school music and theatre productions and access to an employee discount scheme.

Child Protection

All staff have a responsibility for promoting and safeguarding the welfare of children with whom they come into contact and are required to adhere to and ensure compliance with the school's Safeguarding Policy Statement at all times. If, in the course of carrying out their duties, a member of staff becomes aware of any actual or potential risks to the safety or welfare of children in the school, they must immediately report their concerns to the Deputy Head (Pastoral).

Offer Conditions

The successful applicant will be offered the role subject to the satisfactory completion of a number of background checks including but not limited to: an enhanced DBS check with children's barred list check, the taking up and verification of references, the verification of career history and fitness to undertake the role. The complete



list of required checks will be provided to the successful candidate.

Application

If you wish to be considered for this role, please complete the online support staff application form at <http://www.sevenoaksschool.org/support-vacancies/>. The form must be completed in full and submitted electronically. CVs can also be submitted but cannot replace any information on the application form, which should be submitted in full.

The closing date for applications is 05/12/2021 at 23:59.

The school reserves the right to appoint at any stage of the recruitment process. Applications may be reviewed on a daily basis and interviews may occur at any stage. We therefore invite interested candidates to apply as soon as possible.

Sevenoaks School is a Covid-19 secure environment. Interviews will be held in person in line with social distancing requirements.

Please contact the Human Resources Office at humanresources@sevenoaksschool.org or by telephone on 01732 467740 if you have any questions about a completed application.