

UPPINGHAM

Role Description

Job Title: Sports Centre Manager
Reports to: Commercial Director

Job context

Uppingham School, founded in 1584, is a leading co-educational independent boarding school which runs 24/7 in term-time. It has a strong academic profile and excellent pastoral care with an international reputation, and state-of-the-art science, sports and music facilities. Its 830 pupils, aged 13-18, are accommodated in 15 boarding houses, taught by over 20 academic departments, and participate in numerous extra-curricular activities such as sports, music, and drama. The academic programme is supported by business units responsible for marketing, estates, finance, HR, IT, operations (catering, cleaning, and procurement), health and safety, and the School's trading subsidiary. The School employs c. 550 staff.

Opened in September 2010, Uppingham School Sports Centre ('USSC') is a fully dual-use facility and used by 1,300 public members as well as the School. Described by Lord Coe at its opening as 'world class', USSC has been designed to provide state-of-the-art sporting facilities for the school's pupils, as well as allowing access to local residents, sports clubs and other schools.

The Centre contains a 6-court sports hall, 25m swimming pool, 60 station fitness studio, gymnasium, squash courts and dance studios. The fitness studio was fully re-equipped in December 2021. It also houses the School's PE Department and includes a hospitality suite for match-day entertaining. USSC is managed and run-on behalf of the School by Uppingham School Enterprises Ltd, a wholly owned subsidiary, and employs c. 40 full- and part-time staff.

Job purpose

To be the senior leader responsible for managing and developing the school and business use of Uppingham School Sports Centre, delivering first class customer service to all stakeholders whilst maximising commercial opportunities and continuing to increase USSC's profitability.

Your accountabilities

- 1. Strategic leadership:** setting and communicating clear medium- and long-term strategic and commercial plans for USSC; implementing these plans in consultation with the USSC team, the Commercial Director, and colleagues in the School's PE and Sports departments; reporting on implementation and results to the Commercial Director and the Board of Uppingham School Enterprises Ltd.
- 2. Team Leadership:** leading and motivating USSC staff (currently c.40); managing staff performance; ensuring excellence in working practices; being on call as part of the Centre's emergency senior leadership; developing leadership and management skills in USSC staff; identifying future talent and ensuring effective succession planning; setting out bonus targets for key staff aligned with strategy and business goals; carrying out prompt and effective remedial action where staff conduct and performance fall below the required standard, in line with employment law and best practice requirements.
- 3. Customer Service:** inculcating the highest standards of customer service among USSC staff; setting, measuring and delivering high levels of customer service; liaising and consulting with both internal and external clients.
- 4. Compliance:** ensuring that USSC is compliant at all times with all relevant legislation and regulations, including health & safety, fire safety, pupil safeguarding, pool plant chemicals etc.; ensuring that all staff members have and maintain all relevant qualifications and training; collaborating with the School's Health & Safety Manager where applicable.
- 5. Financial Management:** developing, managing and delivering an annual sales budget to maximise profit; ensuring expenditure is kept within budget at all times; developing, reviewing and reacting to

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monthly variance reports; keeping the Finance Department and Commercial Director: Enterprises informed of costs, invoices and accurate accruals and forecasts.

- 6. Sales and Marketing Management:** developing and delivering an effective sales and marketing strategy for USSC; managing the brand profile; maintaining excellent community relations through customer service and special events; implementation of internal and external communications to promote good news and success, whilst working closely with the School's Marketing Department.
- 7. Maintenance:** maintaining the very highest standards of cleanliness in the Centre; effective liaison with the School's Estates and Maintenance to ensure the building fabric is kept in the highest state of repair.

Outcomes

- 1. Strategic leadership:** production of a robust and credible annual business plan with goals and KPIs; systematic reporting of data against those goals and KPIs; consistent record of innovation and improvements; optimal performance in annual appraisals gauged against key areas (Leadership; Alignment with strategy; Management of change; Departmental organisation; Teamwork and communication; Personal competences; Personal organisation).
- 2. Team Leadership:** well-motivated, productive and engaged USSC team, evidenced (as a minimum) in 360° annual appraisals; efficient deployment of resources.
- 3. Customer Service:** performance measured against agreed customer service KPIs; high degree of 'management walkabout'; customer surveys and feedback; 'mystery shopper' reports.
- 4. Compliance:** compliance evidenced through certification, audits and inspections, with rigid attention to pool plant compliance.
- 5. Financial Management:** budgeted profit delivered or exceeded at year end; accurate financial reporting and forecasts to Finance.
- 6. Sales and Marketing Management:** budgeted sales figures met (minimum) or exceeded; customer retention target figures met or exceeded.
- 7. Maintenance:** performance measured against KPIs and through audits and inspections.

Qualifications, skills and experience, personal qualities required

Qualifications:

- Higher education qualification or degree in sports or leisure management
- NPLQ or ability to achieve
- Health and Safety Qualification – IOSH/NEBOSH
- PPO certification

Skills and experience:

- Significant experience as a senior manager in a customer-focused leisure environment
- Significant experience of staff management and development in a leisure environment
- Implementing sales and retention strategies
- Proven record of meeting and exceeding sales/marketing targets within a leisure environment
- Managing a wet and dry facility including pool plant
- Experience of membership-based customer relationship management systems (ideally XN)
- Production of timetables and programmes for a commercial leisure centre
- Commercially and financially aware and able to work with and instruct a finance department
- Managing and developing financial and administrative processes
- Computer literate with ability to maximise technology for communication with user groups
- Fundamental knowledge of VAT, tax and employment costs

Personal qualities:

- Excellent verbal and written communication skills at all levels of the organisation
- Decisive and confident in organisational management
- Personable, supportive and able to motivate and work in a team

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- Customer-focused outlook
- Possessing the capacity to analyse and improve systems and working practices
- Positive, can-do, and forward-looking attitude
- Ability to multi-task and work under pressure
- Diplomacy and sense of humour
- Flexible and able to work on a shift pattern including evenings and weekends

Key relationships

Direct reports:

- Operations Manager
- Front of House Manager
- Fitness Manager

Other Sports Centre personnel:

- Reporting to the **Operations Manager**: Duty Managers, Leisure Assistants, Course Instructors
- Reporting to the **Fitness Manager**: Fitness Instructors, Personal Trainers, Studio Co-Ordinator, Class Instructors
- Reporting to the **Front of House Manager**: Membership Co-Ordinator, Receptionists, Swim School Coordinator, Swim Teachers

Other key relationships:

- Chairman of Uppingham School Enterprises Ltd (and Trustee of Uppingham School)
- Headmaster
- Bursar
- Director of Sport
- Head of PE
- Finance Director
- Health & Safety Manager
- HR Business Partner
- Estates Maintenance and Small Works Manager

Membership of wider teams:

- Health & Safety Committee, chaired by Health and Safety Manager

Terms and conditions

Working hours	The Sports Centre Manager will be expected to work no less than 40 hours per week. Evening and weekend work are necessary in this role. Some shift work may also be required as part of a Duty Manager rota. Additional unpaid work may be necessary as befits the seniority of this position.
Salary	Circa £45,000 per annum plus bonus, dependent upon experience and qualifications (maximum bonus currently 20% of salary, based on profit exceeding budget by 20% of salary)
Probation period	6 months

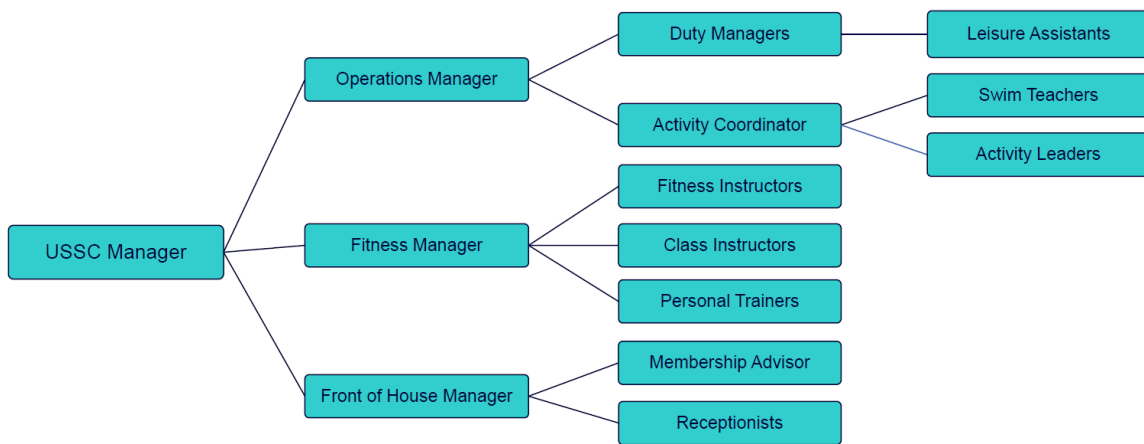
Benefits

Holidays	The annual holiday entitlement is 28 working days. Bank/Public holidays when the Centre is open are normal working days. Payment for all Bank/Public holidays is included in the salary above.
Pension scheme	Defined contribution scheme: employee contribution matched by USE Ltd by factor of two, up to 10% maximum.
Benefits	50% Contribution towards premiums for the School's private health scheme Westfield healthcare Membership to dual-use Sports Centre (with a £25 annual joining fee) Staff lunches during term-time Complimentary ticket for select School performances

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Discount on School fees
Discount at the local nursery in Uppingham
25% Discount on holiday club fees for children of Uppingham or Maidwell
Hall staff
Westfield Rewards which gives discounts at various retailers, gyms, cinemas, and restaurants
Cycle to Work scheme
Employee Assistance Programme
Contributory pension scheme
In house Occupational Health Service
Complimentary annual Flu vaccinations
Recognised as a "Disability Confident" employer
Recognised as a "Mindful" employer

Organisation chart



Safeguarding

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with the School's Safeguarding (Child Protection) Policy at all times. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to the School's Designated Safeguarding Lead (DSL) or to the Headmaster.

Note

This Role Definition is not an exhaustive list of what may be expected of you in the role. It is non-contractual and may be amended by the School from time to time.

Applications

Applicants should complete the School's application form, which can be obtained from the website (www.uppingham.co.uk) and returned, when completed, to recruitment@uppingham.co.uk, 01572 822216.

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