**Vision Statements**

**“To Make Neath Port Talbot the Most Active Borough in Wales”**

**&**

**“For the Delivery of Exceptional Theatrical,**

**Cinematic and Participatory Experiences.”**

**The Post**

**Facilities Manager – NLC/NSC**

**Background**

Celtic Leisure (CL) was the first Industrial and Provident Society (IPS) established in Wales to manage leisure facilities. Launched in April 2003 and converted to a charitable Company Limited by Guarantee in 2015, it operates facilities on behalf of Neath Port Talbot County Borough Council, trading on a non-distributing profit basis. The leisure trust manages six leisure centres including four swimming pools and one theatre, employing 150 staff on a permanent basis.

**The Post in Context**

We have taken significant strides in developing our site management’s approach to the ‘customer’s journey’, standards and customer retention. Through significant investment in facilities, systems and processes we have experienced significant growth in participation but it is essential for us now to review, in greater detail, operational performance and ensure that all aspects of service provision are developed/enhanced and effectively managed on a day to day basis.

We are at an exciting and pivotal point in CL’s growth and we require a dedicated professional to lead and drive forward the highlighted areas of responsibility.

As Facility Manager (FM) you will be responsible for managing an effective, efficient, professional and proactive team within particular focus areas/facilities, working to meet the business objectives of CL to ensure long term financial sustainability.

We need a forward thinking and ambitious individual to share in the Company’s passion for excellence.

# Job Description

## Job Title: Facilities Manager

**Reporting to: Operations Manager**

**Salary: Grade 8 (£25,440 - £27,122)**

### Primary Objectives of the Role

1. Manage the Duty Managers, Supervisors and rest of the team to ensure the highest standards and expectations of Celtic Leisure are met.
2. Assume responsibility for the financial and safe operational management of designated CL facilities.
3. Drive the sales process of designated facilities and activities.
4. Work in conjunction with the Sales and Marketing Team to promote designated facilities as directed.
5. Manage and enforce CL’s Health and Safety Policy.
6. Be responsible for site standards and customer retention.

### Summary of Main Responsibilities

**Staffing**

1. Manage the Duty Managers and rest of the team at the designated facilities.
2. Employ a high calibre workforce and to provide and sustain a working environment that attracts, retains, empowers and develops employees
3. Responsible for ensuring that inductions are carried out for all new staff.
4. Oversee the management process for all claims for payment made by staff and contact the payroll section to address any pay queries from site staff.
5. Conduct site management development reviews for staff on a regular basis and to inform the Training Officer of training needs identified and be responsible for staff performance.
6. Conduct disciplinary investigations and manage the disciplinary process when required.
7. Ensure good personnel procedures including, staff rotas and timesheet management, staff motivation, staff /customer relations, conducting and assisting in case work when required and other staff management disciplines.
8. Responsible for advising the HR Advisor and OM of personnel issues which may arise in relation to sickness, discipline, grievance etc.
9. Accountable for staff compliance with all CL HR policies and Procedures
10. To refer complex issues or contentious issues to the OM for support and guidance.

**Facilities**

1. Performance manage staff, facilities and customer care including conforming to xxxx protocols in relation to customer support for fitness and aquatics customers
2. Produce annual budgets and monitor the financial performance of designated facilities.
3. Produce financial reports for designated facilities as and when required.
4. Oversee the effective and efficient day to day operation of the designated facilities.
5. Ensure the highest standards of presentation, with regards to facilities, staff and services.
6. Ensure a high customer care work ethic within the Trust at all times, communicating, informing and positively encouraging return visits with customers.
7. Provide operational input into session planning and programming in order to maximise operational efficiency and profitable use.
8. Responsible for maintaining the highest standards of facility preparation and cleanliness.
9. Manage and control the operations and administration of designated facilities as directed by the Operations Manager, ensuring maximum control and an effective review processes.
10. Oversee the planning, promotion and management of special events / activities and subsequently evaluate performance.
11. Manage designated areas of responsibility, projects and provide concise periodic accounts as part of a review process.
12. To conduct site quarterly audits as directed by the OM.
13. Conduct regular patrols of the facilities, ensuring maximum cleanliness and security.
14. Alarm call out cover if required
15. Oversee the management process of responses to customer comments and observations.
16. Create new initiatives to maximise income generation, ensure a varied programme and meet customer needs and expectation.
17. Accountable for clear and concise operational communication at designated facilities in line with the Operational Strategy Plans
18. Ensure gym KPIs are achieved as directed by the OM.

**Grounds Buildings and Maintenance**

1. Responsible for ensuring all designated facilities are fit for purpose.
2. Responsible for ensuring all appropriate reporting and action is taken to highlight facility and equipment faults to maintain the safe operation of designated facilities.
3. Responsible for ensuring the effective pool water quality and pool environment is achieved in accordance with the targets set within the site operational plan.
4. To oversee the management and monitoring of the agreed cleaning schedule and maintain accurate cleaning check lists as directed.

**Health and Safety**

1. To enforce the Health and Safety roles and responsibilities in line with the Company’s Health and Safety Policy
2. To ensure the promotion of an awareness of Health and Safety and equal opportunity issues amongst all employees supervised.
3. To ensure the designated facilities are operated effectively under guidelines established in Normal Operating Procedures and Emergency Action Plan for the facility and to conduct reviews as required.
4. To oversee the management of facility Health & Safety calendars, including conducting risk assessment as directed
5. To be responsible for the reporting of all reportable accidents to the HSE, OM and complete appropriate documentation including RIDDOR

**Finance**

1. It is the role of FM to ensure that all financial procedures and policies are implemented and the appropriate standards of performance are achieved
2. Ensure the procedures for the security of cash and cash handling are followed in line with cash handling procedures.
3. Undertake stocktaking as required.
4. Produce financial reports when required
5. Accountability for the safe management if tills and floats and to account for all monies received
6. Assist the OM and Head of Finance in producing annual budgets and monitor the financial performance of the designated facilities
7. Attend Profit and Loss Meetings as and when required to assist in maximising income streams and minimise cost increases
8. Be responsible for the financial performance of designated sites.

**General**

1. Work as directed by the Operations Manager and other senior staff.
2. When appropriate, work according to the shift pattern, showing flexibility to accommodate changes to shift according to holidays or activities as required.
3. Undertake training in Personnel, Health and Safety and other company policies where appropriate.
4. Undertake appropriate training to improve personal performance as Facilities Manager.
5. Undertake all other duties as requested which are commensurate with the role.
6. Attend meetings as appropriate/ when required.