## Job Title: Facilities Manager

**Reporting to: Operations Manager**

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

**Personal Specification**

**Work Experience**

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|  | **Essential/Desirable** | **Evaluation Method** |
| Experience of working within a Customer service environment | Essential | Application/Reference/Interview |
| Experience of dealing with customers face to face and over the telephone | Essential | Application/Interview |
| Experience of managing others | Essential | Application/Interview |
| Work experience in the Leisure Industry | Essential | Application/Interview |

**Skills/Abilities**

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| Ability to organise and delegate duties to others, but also to work as part of a team and support other team members. | Essential | Application/Interview |
| Excellent communication skills demonstrating a friendly approach and confidence when dealing with customers and colleagues | Essential | Application/Interview |
| Excellent interpersonal skills, demonstrating an ability to be diplomatic, tactful and consistent in dealing with others. | Essential | Application/Interview |
| Ability to work under pressure and to maintain a professional image | Essential | Application/Interview |
| A high knowledge base of Health & Safety at Work | Essential | Application/Interview |
| Experience of reporting H&S issues to RIDDOR | Essential | Application/Interview |
| Experience of dealing with Personnel issues | Essential | Application/Interview |
| Ability to write and monitor Risk Assessments | Essential  | Application/Interview |
| Proven ability to develop Business Plans in line with company strategy | Essential | Application/Interview |
| Proven financial experience including knowledge of Profit and Loss and Budgets | Essential | Application/Interview |

**Education and Training**

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| Good Literacy & numeracy skills, which demonstrates an ability to undertake further training | Essential | Application/Interview |
| Relevant Leisure Management Qualification (Level 3) | Essential | Application/Interview |
| IOSHH Qualification  | Essential | Application/Interview |
| NPLQ Qualification | Desirable | Application |
| STA/WASA Qualification | Desirable | Application |
| Pool Plant Qualification | Desirable | Application |
| First Aid qualification | Desirable | Application |

**Other Requirements**

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| Ability to work flexibly and to attend work including evenings and weekends | Essential | Interview |
| Demonstrate awareness of equality issues in the workplace | Essential | Application/Interview |