

committed to helping everyone live their best life

Working for us is much more than just a job. You'll become one of our own, part of our inspiring Active Tameside family, bound together by a strong sense of belonging which only comes from like-minded people, passionate about helping people to live their best lives.

As an awarding winning and compassionate Charitable Trust we have your health, wellbeing and happiness at heart, offering excellent training, development and career progression, a host of benefits including a local government pension scheme and free Active Premier membership with access to all 7 of our facilities. Membership includes gym, classes, general swim, spa and exclusive Les Mills virtual classes on our app - all worth £34.99 per month.

So, what are you waiting for? Become part of something different and help us make a difference.

Assistant Service Manager

Salary:	£26,846.46 p.a
Location:	Active Hyde
Working hours:	37 average hours per week (see three-week rota on last page)
Contract type:	Permanent
Closing date:	25 th August 2024
Interview date:	Monday 2 nd September 2024
Job Reference:	AT934

how to apply

To apply for this position please fill out the form online or alternatively complete an application form and return it to **HR@activetameside.com** or Human Resources, Active Tameside, Active Ken Ward, Hattersley Road East, Hattersley, Hyde, SK14 3NL.

Application forms can be found on **www.activetameside.com/job-vacancies** or email **HR@activetameside.com**. For help or advice in completing the application form please contact Human Resources on 0161 366 4814.



here for Tameside, not for profit.

Active Tameside is a registered charity which means 100% of our profits go back into ensuring the best possible facilities and services for the Tameside community.

Find out more at [activetameside.com/charity](https://www.activetameside.com/charity)



[activetameside.com](https://www.activetameside.com)

job description

As an Assistant Service Manager, you will provide day to day supervision of one of Active Tameside's large multi provision leisure/sports facilities.

- Big Building - Active Copley, Active Medlock, Tameside Wellness Centre, or Active Hyde
- Small Building – Active Ken Ward or Active Oxford Park.
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You will ensure the facility operates within publicised opening times, is staffed in accordance with shift rota's and presented at the highest standards in line with the requirements of the policy and procedures.

role profile

Role Title:	Assistant Service Manager
Grade:	F
Date:	August 2022
Responsible to:	Area Operations Manager

Accountabilities:

All our roles play a key part in delivering our strategic themes to achieve our goals:

1. Manage and encourage a positive culture in delivering our dynamic and life enhancing strategy and outcomes. Build positive and effective relationships with customers, colleagues, partners and key stakeholders.
2. Effectively oversee the centre in terms of the safe management of the centre's buildings, maintenance and equipment in line with Normal Operating and Emergence Action Procedures.
3. Work collaboratively, with customers, colleagues, partners and key stakeholders, to design, deliver and review services provided by the centre.
4. Manage and control budgets, finances & performance in delivering a highly performing centre.
5. Be a flexible and proactive team member who inspires improvements and developments in people, performance and processes. To inspire a "best in class" approach in representing our brand internally and externally.
6. Live and breathe the vision and values of Active Tameside in a customer focused way to drive us to be the best that we can be. To lead by example and to be an active role model in delivering our policies and procedures.

Requirements:

Our recruitment process will include you demonstrating these requirements from your application form, interview and/or assessment(s):

Knowledge

IOSH Certificate in Managing Safely.

Membership of CIMSPA or a related institute.

Degree level or equivalent / learning in sports and recreation / leisure facility management.

Knowledge of national policy and developments on leisure facility operations, asset management, sport, physical activity, health improvement and reducing health inequalities.

Knowledge of equal opportunities issues and appreciation of equal opportunities within service provision.

Experience

Experience of leisure facility operations, managing people and facility assets including elements of maintenance and quality assurance

Experience of managing performance, including quality assurance and risk.

Experience in generating income, project management and implementation to achieve required outcomes.

Experience of working with partners and managing stakeholder relationships.

Skills

Ability to manage without direct supervision and make effective decisions in complex circumstances.

Effective communication skills and the ability to manage, influence and communicate information to other managers, colleagues and customers

The ability to analyse data and produce and present concise reports.

Ability to work with pressure and meet deadlines, effectively manage conflicting demands.

Essential Criteria – in bold *Desirable Criteria – in italics*

Tota

	Week 1		Week 2		Week 3	
Monday	2pm-10:30pm	8.5	Day Off		6am-2:30pm	8.5
Tuesday	11:30am-3pm	3.5	12:30pm-10:30pm	10	6am-2:30pm	8.5
Wednesday	Day Off		2pm-10:30pm	8.5	6am-2:30pm	8.5
Thursday	Day Off		2pm-10:30pm	8.5	6am-2:30pm	8.5
Friday	6am-2:30pm	8.5	2pm-10:30pm	8.5	Day Off	
Saturday	7:30am-6pm	10.5	Day Off		Day Off	
Sunday	7:30am-6pm	10.5	Day Off		Day Off	
		41.5		35.5		34

Total = 111
Average hours per week 37

**our employee
lifecycle**



Hire me

Provide a job role that enables me to utilise my unique talents ensuring individuals are fit for purpose and success.

Develop me

I am supported by managers that will help me develop as an individual to be the best I can be.

Manage my performance

Provide an environment that promotes continuous learning and development. Managers and employees are clear on their mutual expectations and managers provide helpful and constructive feedback.

Engage and motivate me

I am able to participate in decisions that affect me and my team. And concerns I have are dealt with urgently with any issues dealt with sensitively and with emotional intelligence.

Thank me

My time and extra effort are recognised and appropriately rewarded. Leaders and managers show respect for my time.

Wish me farewell

My feedback is appreciated and may enable continued improvements in the workplace for others.