



**Job Role:** Operations Manager

**Reports to:** General Manager

### **Job Purpose**

- Take responsibility for the day to day running of the clubs facilities; ensuring the organisation lives and operates within the values and principles of the organisation.

### **Skills and Attributes Required:**

- Reliability
- Enthusiasm
- Good listener
- Unbiased and impartial
- Diplomatic and helpful, and able to get the best out of colleagues, volunteers and members
- Well organised
- Decisive
- Confidence
- Good Time Keeper
- Able to represent the organisation positively at all times.
- Able to communicate clearly and concisely to avoid confusion via phone, in person or via email to individuals, to a team or to a group of people
- Ability to act in a timely and professional manner to official correspondence
- To deal with a wide range of administrative tasks effectively, ensuring they are dealt with on time and accurately.

### **Job Dimensions**

- Ensure all aspects of the clubs facilities are safe, clean and well prepared for staff, club volunteers, players, external users and customers.
- Communicate effectively with the club secretary and external users of the club facilities and ensure caretaking staff are aware of the daily / weekly events
- Communicate with potential external users of the facilities and take bookings
- Communicate and plan all aspects of regular maintenance including grass cutting of pitches, surrounding grass areas, weekly brushing of the 3G pitches, litter picking and cleaning of the facilities with caretaking staff. Communicate with caretaking staff weekly and daily tasks to be carried out.
- Communicate working hours to the caretakers on a weekly basis.



- Provide appropriate levels of support to caretaking staff and other members of staff to ensure all operations run smoothly.
- Procure and ensure all necessary cleaning equipment and consumables required to keep the building and facilities clean and presentable at all times.
- Communicate and plan all routine maintenance with specialist contractors eg. 3G deep cleaning, grass verti draining & fire extinguisher.
- Ensure plant and equipment is maintained correctly and in accordance with the manufacturers guidelines
- Carry out small repairs to club plant & equipment, procure specialist contractors to carry out larger repairs.
- Be prepared to make a regular time commitment
- Liaise with the Finance Manager and present a weekly record of hours worked by each caretaker.
- Guide all decisions taken by the Management Team

### **Job Challenges & Problem Solving**

- Working together with the caretaking staff to ensure that there is no duplication of effort and/or mis-understandings.
- Management of own time to ensure time is invested/spent on key priorities

### **Competences**

- Leadership – motivating caretaking staff. Be presentable and able to represent the club to facility users both internal and external.
- Decision Making & Judgement – the ability to exercise judgement & make decisions.
- Preference for Action – grasping issues that require resolution & ensuring that appropriate effective action is taken
- Planning & Organising – the ability to develop clear and logical step by step plans for self & for others which sets out what needs to happen, when, how & by whom.



- Teamwork – displaying the ability to contribute co-operatively & successfully when working with others both internally & externally
- Achievement Drive – the drive and determination to achieve high standards of excellence and ever-improving results.
- Excellent planning & organisation skills, including the ability to prioritise & multi-task.
- Excellent verbal & written communication skills.

**Hours of Work / Annual Salary**

- 15 hours (on average) per week, within a flexible work pattern.
- This is a volunteer role

Print Name .....

Signed .....