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| **Head of Operations and Estates****Job Profile****Grade Scale: Grade 5 Level 1-8****Reports to: Chief Executive****Salary: £57, 028 - £67,831****Purpose of the Job** |
| The role will report directly to the Chief Executive and is part of the Leadership Team responsible for the strategic leadership of the organisation. This role is responsible for ensuring the successful and sustainable operation of SLLC facilities and customer facing services. As a key member of the leadership team, you will provide strategic direction to the operations function ensuring it meets the ambitions and standards set by SLLC and its stakeholders and consistency of approach.You will lead operations across the SLLC estate of c1000 staff on a day-to-day basis, including leisure sites, swimming pools, football pitches, cultural venues, halls, libraries, golf, and country parks. You will oversee the delivery of activities throughout the estate, supported by a management team responsible for ensuring the service achieves its strategic and operational objectives.The Head of Operations & estates will support the Chief Executive and the Leadership Team with business planning activities, providing practical and creative input in the development of new business initiatives, the design of current and future strategic and operational plans and will bring discipline to the strategic decision-making process to manage the effective use of business resources. The Head of operations and estates will have the ability and experience to motivate and drive resources, teams and colleagues to achieve both the overall company targets and key performance objectives.You will lead the long term planning for estates, including maintenance and capital works, in partnership with key stakeholders, as we strive for improved energy efficiency across all assets.You will be analytical, creative, and strategic with experience in leading customer facing operations.  |
| **Key tasks and responsibilities** |
| Provide strategic direction and leadership to drive the organisation forward maximising all available resources and ensuring long term operational and estate planning. Be responsible for the operations of the organisation ensuring adherence to statutory and regulatory requirements including health and safety.  |
| You will make recommendations to the Board regarding operations and estates, carrying out risk assessments on potential new or enhanced opportunities to maximise resources and increase efficiency.Working as an effective part of the Leadership Team to ensure that Operations are safe, and facilities are well maintained. To continually look at best practice and innovative ways to deliver the service and make recommendations to the Leadership Team.Lead on strategic and operational plans for locations, including determining resource allocation and ways of working.Creating, implementing, auditing, and reviewing policies, procedures, and key business processes.Managing performance to ensure that all targets are achieved.Ensuring that the organisation’s policies, procedures, and guidance are followed at all times.Providing clear direction and support to staff to ensure they are fully equipped to deliver excellent customer service.Developing and maintaining key relationships with relevant partners |
| Lead and facilitate transformational change to enhance organisational effectiveness. |
| **Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Education, Qualification & Training** | * Educated to degree level or equivalent in a relevant discipline such as Leisure or Business Management
 | Evidence of continuing relevant professional development |
| **Skills, knowledge, experience** | * Track record in a senior management environment, team leadership and development.
* Track record of strategic, organisation wide, long term operations planning and budget management.
* Ability to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail.
* You will have a demonstrable track record of success in an operational environment, ideally across a range of relevant activities, delivering within a customer-facing environment.
* Track record of leading multidisciplinary teams.
* You will lead and provide direction on operational activities.
* You will have strong interpersonal, managerial, and motivational skills; an ability to clearly convey complex ideas, working collaboratively across a range of services and teams.
* You should be able to demonstrate a track record of exemplary project management in relevant areas. You will have experience of working in a senior management role, leading high performing teams and successful business development initiatives.
* Excellent IT skills, including components of Microsoft Office software, with good working knowledge of using key database systems.
 | Experience of working with a diverse range of colleagues within a large and complex organisation.Experience of working in partnership with trade unionsExperience of leading Culture and/or Leisure management operational services.Experience of reporting to Board, Committee or senior stakeholder. |
| **Personal Qualities** | * Demonstrating fresh and innovative thinking coupled with an entrepreneurial approach and strong customer focus.
* Strong communicator and able to build networks both internally and externally; experience of managing relationships and expectations of multiple partners.
* Ability to build trust and maintain relationships with internal and external stakeholders.
* Passion to deliver services that improves the community’s well-being and achieve healthier, happier, more connected lives
* Maintain a high degree of positive interaction with partners and teams of staff by having a strong understanding of all aspects of the charity’s business. Positively influence staff to effect beneficial behavioural and cultural change.
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| **Management Competencies** | * Demonstrate and provide active leadership to the team, service and organisation.
* Excellent influencing and negotiation skills.
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| **Other** | * Be Positive “can do” attitude and willingness to support others where needed.
* Ability to multi-task and work in a focused and fast-paced environment
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**Safer Recruitment Checks**As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks * Asylum and Immigration, right to work in the UK.
* Reference check: external candidates require 2 references, one of which must be from previous or last employer; Internal candidates require 1 reference from current line manager.
* Candidate Disclosure Scotland check, where applicable

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| **Vision, Mission and Values** |
| **Our Vision**: Healthier, happier, more connected lives. |
| **Our Mission:** Improve health and wellbeing by offering attractive, affordable activities delivered with warmth, friendliness and individual pride. |
| **Our Values**: **Do the right thing:** Even when no one’s looking. **Be a great team**: Work together. Share ideas. Share mistakes. Share successes.**Own it:** Be accountable for outcomes good and bad. Don’t pass the buck.**Be positive:** Be hospitable. Make people feel good. |

 **Behaviour Framework** The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:  |
| ***Be a great team:*** **What you can do:**  |
| * Inspire a ‘one team’ culture.
* Role model inclusive leadership; respecting colleagues, partners and customers and treating people according to their needs.
* Visible and accessible to employees within your area of responsibility.
* Champion collaborative and partnership working across the organisation.
* Spend time building relationships with partners.
* Builds networks, locally regionally and nationally to help provide support and expertise and maximise resources.
* Understand the importance of communication, evaluate its effectiveness, and take steps to improve, leading and encouraging open communication at all levels in the organisation.
* Understands respectful challenge and makes own case whilst recognising the concerns of others
* Builds commitment and engagement to improve team cohesion and outputs.
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| ***Do the right thing:**** **What you can do:**
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| * Lead by example, maintaining a positive attitude and demonstrating energy and enthusiasm in your approach to work. You are a role model for the organisation.
* Understands the power and authority that comes with the Leadership Team role and adapts behaviour to ensure interactions with others are positive and empowering.
* Demonstrates sensitivity and good judgement in decision making and relationships.
* Is able to take difficult decisions in complex and challenging situations for the best interests of the service and the organisation.
* Evaluates resources, options and consequences in decision making.
* Consults with representative groups when formulating strategies.
* Engages with communities, internal and external partners ensuring the full range of views are considered.
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| ***Be Positive*** **What you can do:** * You work with enthusiasm to deliver a high-quality service to meet personal, organisational and customer expectations. Be hospitable and make people feel good
* Understand how your team learn and develop and use this knowledge to lead performance improvements.
* Lead by example, influencing and inspiring confidence in others.
* Communicate positive messages about the organisation, acting in its best interests and being an ambassador for SLLC.
* Role model for inspirational leadership
* Coaches and mentors’ others and have continuous learning and development as a key priority for the service.
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| ***Own It:*** **What you can do:**  |
| * Ownership is at the heart of our approach. Be accountable for outcomes good and bad in the application of your strategic and managerial responsibilities.
* You work to deliver a high-quality service to meet organisation and stakeholder expectations.
* Gives teams defined structures and clear direction enabling a strong sense of ownership and personal responsibility for the delivery of outcomes and objectives.
* Plan and anticipate changes in the sector and wider landscape and effectively manage the transition to introduce new ways of working.
* Logically identify trends and implement the best approach, outlining clear objectives
* Focus on longer-term outcomes rather than short-sighted initiatives.
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