



# Sports Centre Duty Manager

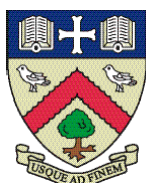
## Candidate Information

June 2022



**CHELTENHAM  
BOURNSIDE  
SCHOOL**

Empowering lives  
through learning



# CHELTENHAM BOURNSIDE SCHOOL



## Welcome to Bournside

### People are at the heart of Bournside.

Our staff and students are **Ambitious, Purposeful, Proud, Respectful, Curious,** and **Supportive**. These are our values and whilst you'll see them written on our website and on our corridor walls, where you'll really see them is in the way we work together, the way we talk to one another, the way teachers teach and students learn, and the way we ensure that every day, in and out of lessons we are living our vision: **empowering lives through learning**.

Bournside is a large school with over 200 staff and 1,700 students. That means we have the resources to provide a wealth of opportunities including our sports centre facilities.

No one gets lost in the crowd, however. The size of our school means that whatever your role, you'll benefit from having a dedicated, specialist team around you.

At Bournside's Sports Centre our mission is to provide a dynamic range of coordinated sport and play opportunities for all ages and abilities in our local community.

We've been part of the community of Cheltenham for many years having moved to our present site in Warden Hill in the early 1970s. Our value to the local community is developed in many ways such as being the central hub for very many sports clubs and local sports team.

We offer a variety of sports including badminton, table tennis, basketball, 5-a-side football, volleyball, netball and cricket to name a few.

In November 2022, we opened our brand new fitness suite accessible to students, staff and the public. Our fitness suite offers a wide range of cardio, fixed resistance and free-weight equipment.

The school's fantastic sports facilities are widely used by our local community and we are really pleased we have been able to benefit the wider community with what our facilities offer. Whether they want to play football on our floodlit astro pitch, join one of our fitness classes, or hire our facilities for a part, we have something for everyone.

If you have any questions regarding the position please contact Kirk Mahon, Business Development Manager [kdm@bournside.gloucs.sch.uk](mailto:kdm@bournside.gloucs.sch.uk) I would also very much encourage you to visit our school so you can see for yourself why it is a wonderful place to work.

There is a wealth of information about our school on our website, along with an application form should you wish to apply. We also ask for a supporting statement outlining how you feel your experience, skills, and attributes would enable you to make a significant impact in the role. The deadline for applications is 9am Friday 1<sup>st</sup> July 2022.

I look forward to receiving your application to join us in **empowering lives through learning**.

**Steve Jefferies**  
Headteacher



# CHELTENHAM BOURNSIDE SCHOOL

## Sports Centre Duty Manager

**Start date: Immediately**

**Salary: £10.50 per hour**

**Contract: Permanent, All year round**

**Applications by:  
9am Friday 1<sup>st</sup> July 2022**

An outstanding opportunity has arisen to work in Gloucestershire's largest comprehensive school.

We are an established 11-18 single academy trust with a good reputation (Ofsted 'Good' rating 2016), wide catchment, and a strong presence in our community.

At Bournside Sports centre our excellent facilities offer a wide range of sport and play opportunities for our local community, as well as our students, parents and staff.

We are looking to appoint Duty managers to join our sports centre team.

As duty manager you will manage all aspects of all sports facilities providing high-quality customer service to all users as well as support the Business Development Manager by contributing to the programming and general operation of the sports centre facilities.

We have multiple positions available and there are a variety of shifts covering the below hours:

4:30pm to 10:30pm Monday to Thursday,  
4:30pm to 10pm on Fridays and will be required to work alternative weekend  
8:15am to 5:15pm Saturdays and Sundays.

We can offer flexibility on days and hours worked. Please state in your application how many hours you are wanting per week and what days you would like to work so we can discuss the options at interview.

We are an equal opportunities employer and value and respect diversity across our whole school community. Bournside is committed to safeguarding and promoting the welfare of children and young people. All posts are subject to an enhanced DBS check. We reserve the right to interview and appoint prior to the closing date.

### Application pack:

[www.bournside.gloucs.sch.uk/school-information/careers-at-bournside/](http://www.bournside.gloucs.sch.uk/school-information/careers-at-bournside/)



**Warden Hill Road, Cheltenham, GL51 3EF | [hr@bournside.gloucs.sch.uk](mailto:hr@bournside.gloucs.sch.uk) | 01242 235555**



## Job Description

### Sports Centre Duty Manager

**Post title:** Sports Centre Duty Manager

**Responsible to:** Business Development Manager

**Working days and hours:** tbc at interview

**Working Weeks:** All year round

**Contract Type:** Permanent

**Salary:** £10.50 per hour with 30 minutes paid lunch break

This school is committed to safeguarding and promoting the welfare of children and young people according to child protection and safeguarding guidelines and expects all staff to share this commitment. A satisfactory enhanced DBS check is required for all Employees.

### Purpose

- To support the Business Development Manager in leading all associated activities in order to best support the school in achieving its strategic objectives.
- To promote the school's aims and priorities, and to achieve targets in line with the school's strategic framework and short-term priorities.

### Specific responsibilities

- Support the Business Development Manager in ensuring the health and safety of the School facilities, ensuring safe working best practices and compliance with legislation, including The Health & Safety at Work Act and COSHH Regulations.
- Working as part of a team, jointly support all aspects of all sports facilities providing a high-quality customer service to all users in accordance with the normal operating procedures.
- This is a key holder position; the successful candidate will be responsible for the opening and closing of the Sports Centre and ensuring security by activation of the intruder alarm.
- To provide emergency response when required.
- Covering the Sports Centre Reception during opening hours. Answering enquiries (phone, email and face to face) ensuring a high level of customer service is given.
- Responsible for the daily Sports Centre activity set up, plus set up for internal and external events in the main school
- Contribute to programming and general operation of the facilities through ideas and support.
- Carry out regular checks of the facilities, reporting any faults and maintenance issues to the Business Development Manager.
- Support the delivery of excellent customer service via an efficient duty management service, dealing with enquiries and bookings, and collecting customer feedback.

### Special conditions

This job description sets out the main duties of the post at the date it was drawn up. However, it is not intended to be an exhaustive or definitive list. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. You may be required to carry out other duties commensurate with your role.



## Person Specification

### Sports Centre Duty Manager

Bournside School will use this person specification as the selection criteria for the post, gained from applications, references, and interviews.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"><li>• First Aid at Work</li></ul>	<ul style="list-style-type: none"><li>• Sport &amp; Leisure Management qualification</li></ul>
Experience, understanding, and knowledge	<ul style="list-style-type: none"><li>• Experience of working within the Leisure industry</li><li>• Experience in a previous management / team leader position</li><li>• Computer literate and comfortable using Microsoft Office365 applications</li></ul>	<ul style="list-style-type: none"><li>• Experience of using Legend Leisure Management system</li><li>• An understanding of NOPs &amp; EAPs, along with Health &amp; Safety in the Leisure industry</li></ul>
Personal qualities	<ul style="list-style-type: none"><li>• Good organisational skills with meticulous attention to detail</li><li>• Able to work independently, demonstrating proactivity and initiative</li><li>• A curiosity and ability to learn and apply new concepts quickly</li><li>• Good critical thinking skills</li><li>• Good IT skills</li><li>• Customer focused</li><li>• Collaborative team player; with a willingness to work effectively with others</li><li>• A strong efficient attitude towards work</li></ul>	<ul style="list-style-type: none"><li>•</li></ul>



## Settling in at Bournside

We will fully support you in understanding and coping with your new role at Bournside's Sports Centre. The Business Development manager oversees the provision for new staff working in our Sports centre.

### Induction day

You will receive two full days of training which will provide information about the aspects of Bournside Sports Centre which will be needed as soon as your start, such as:

- Introduction to Bournside School
- Security of the Sports Centre facilities
- Facility set ups for external customers
- Cleaning and Health and safety procedures
- Booking systems and communication
- Key policies
- Safeguarding training
- First Aid Training

### Continuing Professional Development

We are forward-thinking in our approach to Continuing Professional Development (CPD) and pride ourselves on the opportunities we offer to support your progression. Whether you join us as a member of teaching or support staff, we invest in your career through whole staff training, sharing best practice, peer observation, personal and departmental development time, focused workshops, external courses, and performance management and review.



We are delighted to have been awarded the Silver Award for Professional Development from the Teacher Development Trust (TDT) in recognition of our CPD provision for teaching and support staff.

The auditor praised The consideration of the needs of all colleagues is a real strength here, in particular considering how best to support the CPD needs of part-time staff and flexible working, showing a real understanding of the impact that a supportive working environment can have on teacher wellbeing and outcomes for students.



## Employee Benefits

### Support Staff

#### Lifestyle and wellbeing

- Attractive salary and pension
- Generous annual leave entitlement
- Free one-to-one wellbeing support
- Family friendly policies
- Onsite parking facilities and cycle storage
- Free access to the school's gym
- Cycle to work scheme
- Discounted gift cards via Voucher Store
- Techscheme – save money on the latest tech from Apple and Currys PC World

#### Professional development

- Support to complete further academic study and professional qualifications.

#### Statutory and other benefits

- A wide range of statutory benefits including sick pay, maternity, parental, and adoption leave
- Enhanced Paternity Leave Policy
- We will honour your continuity of service in other state funded schools in relation to sick pay and pension rights.



# Our Values

## We are...

### **PURPOSEFUL**

We persevere to achieve our goals and aspirations

### **PROUD**

We celebrate everyone's effort and achievements

### **RESPECTFUL**

We care about each other and believe in equality and kindness

### **CURIOUS**

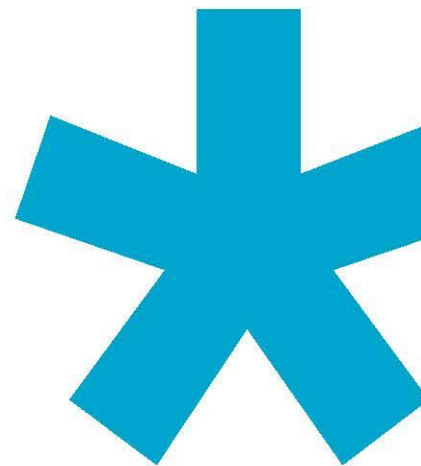
We have enquiring minds and are not afraid of challenge

### **SUPPORTIVE**

We make a positive difference to each other's lives

### **AMBITIOUS**

We aim for the very best in all we do



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