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| **JOB DESCRIPTION**  |
| **Job Title**: National Aquatic Centre Operations Manager  |
| **Job Location**: National Sports Campus |
| **Reports to:** Chief Operations Officer  |

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| **JOB PURPOSE:**  |
| We are looking for an Operations Manager to join our Senior Management team. The National Aquatic Centre Operations Manager will be required to manage and lead activities on the relevant sites achieving improvements in customers satisfaction and cost management. There will be a strong emphasis on training and change management.Reporting to the COO, the role will be responsible for the following facilities on the Campus ;* Sport Ireland National Aquatic Centre
* Multi Sport Pitches
* Morton Stadium

Additional facilities may be added in the future as the Campus expands. |
| **KEY RESONSIBILITIES** |
| * Ensure all facilities operate in a safe environment and that they are sufficiently resourced to deliver an excellent experience for all users ;
* Liaise with the Health & Safety manager to ensure risk assessments are identified and managed
* Through ongoing review of NOP’s/SOPs, ensure that operating procedures exceed industry regulation and best practice ;
* Work with the Maintenance Manager to maintain facilities to the highest standards, recommending upgrades and investment where necessary ;
* Take complete ownership and accountability for the delivery of operational metrics and KPI’s
* Ensure the continuous improvement in service delivery across all facilities within remit ;
* Implement change management programmes, where appropriate, to introduce operational efficiencies ;
* Proactively contribute to the Senior Management team, helping deliver on the strategic and operational goals ;
* Work with customers and clients to deliver national and international events hosted at our facilities
* Support the profitability and cost management of the facilities ;
* Working closely with the Finance Manager, make sure that budgets are proactively managed
* Identify areas for process improvement and implementing appropriate change management programmes to effect same ;
* Lead and Manage a team of Duty Managers.
* Ensure staff are consistently motivated and engaged to deliver excellent standards of service by way of consistent management, ensuring the behaviours undermining the core corporate values are adhered to by all members of the team ;
* Together with the HR manager and Health and Safety manager, ensure that staff training is considered, delivered and reviewed consistently ;
* Chair the weekly duty managers meetings to ensure proper resolutions to all issues are identified and planning for upcoming bookings and events is in place ;
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The above contains the main outline of duties. However, it is inevitable that tasks may arise which may not fall within the remit of the above list of main duties. Employees are required to respond with a flexible approach when ad hoc tasks arise which are not specifically covered in their job description. Should an additional responsibility become a regular part of an employee’s job, the Job Description will be amended to reflect this.

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| **JOBHOLDER ENTRY REQUIREMENTS:**  |
| **Knowledge (Education & Related Experience):*** 3rd Level Qualification in Hospitality, Leisure, Business or Event/Project Management
* Minimum 5-10 years’ experience in Management of Staff Operations and experience of Service Delivery management.
* Experience of the leisure industry would be a distinct advantage.
* Experience in management of a facility that includes a swimming pool would be a distinct advantage
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| **Key Skills*** Excellent leadership and communications skills
* Ability to influence with indirect or no authority
* Ability to work with colleagues at all levels, both within and outside the organisation
* Problem-solving skills – with an attention to detail, the ability to identify, address and resolve problems in a timely manner
* The composure to deliver national and international events hosted in our facilities
* Strong financial management skills
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| **Key Behaviors**A candidate must reflect in their behaviors, the company’s core values of:**Excellence*** Always looking for ways to improve
* Accept responsibility to drive improvements
* Demonstrate professionalism and have expectations of our own performance and that of others
* Demonstrate a commitment to teamwork
* Adopt a positive approach to change

**Respect*** Treat others as we would like to be treated
* Value different cultures and beliefs
* Display respect for and awareness of individual differences
* Seek out, listen and respect the ideas and opinions of others
* Engage in honest and direct communication at all levels in the organisation

**Integrity*** Show accountability for our decisions and actions
* Develop and encourage open and honest work practises
* Take personal responsibility for our actions
* Deliver on actions we have promised

**Customer focus*** Research and fully understand our customers’ needs
* Do the ordinary things extraordinary well
* Go beyond what is expected by every customer
* Surprise ourselves with how much we can do
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