Leisure Manager

Location: Woodland Lakes, Thirsk

Competitive Salary

40 hrs per week

Job summary

A fantastic opportunity has arisen for a Leisure Manager to join our friendly team, at this new leisure complex, located in Woodland Lakes, Thirsk

As the Leisure Manager you will be responsible for overseeing the daily operational duties and performance, ensuring that both internal and external customers receive an excellent quality dining service in ensuring the overall profitability of all departments by ensuring effective utilisation of resources so that targets are met. To ensure that the company's standards are adhered to and that statutory requirements are met.

About the candidate:

The Individual

- Have previous Leisure experience managing a leisure centre
- Driven with the ability to both lead and manage a large team
- Understand the importance of team training and development
- Able to communicate at all levels
- Confidential and trustworthy
- Diplomatic with excellent negotiation skills
- Company role-model
- Excellent negotiator

If you are an experienced Leisure Manager looking for a challenge, who shares our values and has genuine passion for quality and guest satisfaction.

Main duties and responsibilities

- Operational management of swimming pool including all aspects of Health & Safety
- Operational management of 'Go Active' activities on site. Full training will be provided.
- Manage, directly and through the team, the recruiting and training of staff.
- Hold regular staff meetings/performance reviews and maintain records accordingly
- Formulate and monitor realistic performance and customer service measures
- Lead by example to provide a team spirit and motivation across all staff
- Manage, Monitor and report on the actual financial results to budget
- Report monthly to the General Site manager ensure they are provided with information undertaken by their responsibilities
- Ensure equipment is in safe condition and maintained or replenished as needed
- Demonstrate excellent customer service by example

- Working closely with the General Manager and Operations Manager to ensure that the finer details for successful service are in place
- Handle guest complaints, requests and enquiries in a relaxed yet professional manner
- Help create a safe environment for both staff and guests and adhere to the company's health and safety policy and procedures

Key Skills and Experience

- Will preferably have experience within a guest focused environment
- Will be passionate about leisure and will enjoy the buzz of running shifts
- Will have an excellent eye for detail
- Have previous Leisure experience managing a leisure centre
- Driven with the ability to both lead and manage a large team
- Understand the importance of team training and development
- Able to communicate at all levels
- Confidential and trustworthy
- Diplomatic with excellent negotiation skills
- Company role-model
- Excellent negotiator

What you offer

- A friendly and outgoing personality
- A passion for proving the best customer service possible
- Previous supervisory experience
- Ability to work in and manage a team
- Attention to detail
- The ability to remain calm under pressure
- Can do attitude

Benefits

- Competitive holiday entitlement
- Pension
- Competitive pay
- Access to Additional Training
- Training and development to progress within the company

Applying

All applications must be accompanied with a current CV which will be used to assess your suitability for the role. Please ensure all the skills, experience and qualifications requested are clearly demonstrated in your CV as explained in the body of the advert.

All applicants must provide their right to work documentation at interview stage, such as a valid passport which will be verified to check your eligibility to work and live in the UK

All roles will be subject to a successful disclosure at an appropriate level from Disclosure and barring service (DBS).

Please contact lisa.dickinson@investors-in-leisure.co.uk