

**Henleaze Swimming Club
General Manager Job Specification**

Overall Responsibility

To supervise and manage all strategic, business, and operational aspects of Henleaze Swimming Club.

Henleaze Swimming Club is based at Henleaze Lake, Lake Road, Bristol BS10 5HG. The Club is constituted as a Registered Charity and Company Limited by Guarantee, and is directed by a Board of Trustees.

Job Title:	General Manager
Place Of Work:	The post-holder will be expected to work from home and on site at the Club office. The Club will provide necessary equipment to make this possible. Work will be required to be undertaken at Henleaze Lake or at other local locations as required.
Responsible to:	Board of Trustees
Management responsibility for:	All staff and volunteers
Working Arrangements:	<p>This is a 0.7 FTE role (27 hours per week). Some flexibility will be required as workload will vary over the year. Some evening and weekend working will be required.</p> <p>The job requires flexible working which can accommodate both the needs of the lake and that of the management team - hours are agreed in advance depending on current type of work and workload. Please note that this role would not suit someone who has fixed part-time work or other commitments elsewhere (e.g another job which requires every Monday to be worked) as working hours may vary from week to week.</p> <p>There is also an element of on call cover required, as and when an unforeseen incident happens and a member of the management team is required to respond.</p> <p>There is a requirement to live in or within easy travelling distance of Bristol, as regular attendance is required at the Lake, which is located in the Henleaze/Southmead area of the city.</p>
Contract Terms:	Permanent position with 6-month probationary period
Role & Responsibilities:	Working to the Board of Trustees to ensure the effective and efficient delivery of all strategic, management and administrative tasks required to run the charity Henleaze Swimming Club.
Salary:	£48,195 p.a (pro rata), giving an annual salary of £33,736 p.a, for 27 hours per week). Salary paid monthly in arrears, by BACS. Salary will be reviewed annually.
Holiday Entitlement:	Holiday entitlement is currently 28 days per annum pro rata, including bank holidays, ie 19.6 days.

Sick Pay:	Statutory qualifying & entitlement.
Pension:	Stakeholder registered pension with NEST. Employer contribution in line with pension regulations.

Duties and Responsibilities

Strategy/governance

- Develop, for consideration by the Board of Trustees, strategic plans and policies which seek to ensure the Club's continued growth and success.
- Oversee all operations and business activities to ensure the Clubs achieves its desired results, consistent with its overall strategy.
- Ensure the Club adheres to legal guidelines and policies (including relevant charity regulations) to maintain the Club's legality and manage corporate and charity administration as required.
- Promote and value equality, diversity and inclusion in all aspects of the strategic management and operation of the Club, and work with the Board of Trustees to ensure that the HSC is compliant with best practice under equality law
- Manage relations with key stakeholders, staff, members, neighbours, Trustees.
- Promote a wider usage programme in line with the Club's public benefit statement.
- Identify, to the extent possible, all significant risks to the Club's operations and consider and establish, where appropriate, procedures to mitigate the impact of the risks.
- Meet regularly and as required with the Chair of the Board and other trustees to ensure they are provided with information in a timely manner which enables them to fulfil their statutory and other obligations.
- Keep the Board aware of the Club's performance and any events affecting or possibly affecting its operations.
- Organise and attend monthly Board of Trustee meetings and report as required.

Financial

- Manage the payroll, PAYE, and pensions, and to work with the Club Treasurer on other financial matters as required.
- Monitoring and managing the Club's budget, ensuring financial targets are met.
- Produce financial strategy recommendations to the Board of Trustees based on management accounts and financial reports.

Operations

- Manage problematic situations and occurrences and provide solutions to ensure resolutions which are in the best interest of the Club.
- Manage membership renewals, waiting list administration, and communications with club members as required.
- Manage planning and implementation of buildings development
- Responsible for operationalising our data protection policies and procedures, ensuring that all data relating to members and staff of the Club is processed in accordance with the law and relevant regulations.
- Manage routine maintenance, ensuring that best price and service is delivered to the Club.
- Manage the Club's Health & Safety practices and procedures.
- Establish, monitor, and maintain appropriate management systems to provide effective internal control of operations.

Human Resource Management

- Manage recruitment of staff and volunteers and management of all relevant personnel issues including grievance & disciplinary procedures.

- Ensure the Club upholds HR principles and procedures (recruitment and all ongoing personnel issues) to ensure it attracts, retains, and treats employees fairly.
- Maintain continuous adequate development and training of staff. Ensure staff have recognised qualifications and are trained to the industry standard set by the Royal Life Saving Society

The Club reserves the right to delegate other tasks to the post holder, which may be accomplished within the contracted hours.

Key Competencies

- Provide excellent service to customers/members/colleagues/volunteers/Trustees
- Reliably deliver results.
- Manage problem solving.
- Possess ability to interact effectively with a wide range of stakeholders
- Possess attention to detail.
- Manage conflict and complaints.
- Possess effective teamwork skills
- Performance manage staff
- Work both under direction and on initiative within Club policies and rules

Required Knowledge & Skills

- Have at least 2 years’ experience of managing a team of staff
- Understand HR policies and procedures
- Possess excellent planning & organising skills.
- Be proficient in Microsoft Office and other relevant software programs.
- Possess knowledge of PAYE procedures & pension requirements
- Possess excellent written and verbal communication skills
- Exhibit sound knowledge of Health & Safety policies/procedures
- Demonstrate strategic thinking and process improvement
- Have experience of managing a public facing leisure facility

Desirable experience, knowledge & skills

- Possess experience of working for a membership organisation
- Demonstrate knowledge of one of the Club’s current areas of improvement: Diversity, Equality and Inclusion, Environment and sustainability, Land and facilities management, Implementation of new technology

Henleaze Lake Organization Chart

