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| <b>JOB TITLE:</b>      | Operations Manager                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>SALARY:</b>         | £36,636 - £40,968 per annum<br><b>Salary placing is normally at the first point of the scale.</b>                                                                                                                                                                                                                                                                                                                                                   |
| <b>LOCATION:</b>       | Thurso Leisure Centre                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>HOMEWORKING:</b>    | This post is not suitable for homeworking                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>RESPONSIBLE TO:</b> | Senior Operations Manger                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>JOB PURPOSE:</b>    | To ensure the efficient, safe, and disciplined day-to-day operation of leisure facilities, delivering high-quality experiences for all users. The role supports the Senior Operations Manager in promoting, developing, and managing facilities at Culloden Community Complex, Inverness Leisure and Inverness Royal Academy Community Complex helping improve the health, wellbeing, and quality of life of individuals and the local communities. |

## **JOB DESCRIPTION**

### **KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

1. **Operational Management**
  - Support the management, promotion, development and delivery of facilities, programmes and services across the area to meet the needs of customers and communities.
  - Oversee the daily operation of leisure centres and associated facilities.
  - Ensure high standards of performance, presentation, and cleanliness across all sites.
  - Act as key holder where necessary, ensuring security procedures are followed, including opening/closing and responding to out-of-hours calls.
2. **Health & Safety Compliance**
  - Implement, monitor and review health and safety systems (NOP, EAP, COSHH, risk assessments).
  - Conduct regular checks on facilities, equipment, and plant rooms, reporting risks or defects promptly.
  - Ensure Health & Safety, Risk Assessment and Child Protection legislation policies are complied with, developing a culture of safety and inclusion and adopting a zero-tolerance position to any safeguarding, protection or violence issues.
3. **Staff Leadership & Development**
  - Line manage Leisure team.
  - Ensure efficient staff deployment and appropriate staffing levels.
  - Support recruitment, induction, training and development, and disciplinary processes.
  - Oversee and monitor staff training programmes, ensuring accurate records.

4. **Customer Service & Community Engagement**
  - Maintain excellent customer care standards and ensure facilities meet diverse user needs.
  - Consult with customers and staff to identify improvements and report to the Manager.
  - Promote activity programmes, special projects, and community engagement initiatives.
  - Attend meetings and events as required
5. **Financial & Administrative Duties**
  - Support the Manager in monitoring budgets, reducing costs, and increasing income.
  - Ensure compliance with financial regulations.
  - Administer activity booking systems and High Life membership scheme to a high standard.
  - Collate performance statistics and prepare reports as required.
6. **Innovation, Marketing & Development**
  - Contribute to the ongoing development and improvement of facilities, programmes and services.
  - Help establish a sales culture and use social media as a marketing tool.
  - Build and maintain positive relationships with key stakeholders, committees, and boards.
7. **Additional Information**
  - Actively promote a positive and collaborative workplace culture that supports the Charity's purpose of Making Life Better and i-care values to increase morale, productivity and performance.
  - Pursue continuous professional development and contribute to the continuous improvement of Inverness Leisure and High Life Highland as a whole.
  - Attend and undertake any training online or in person.
  - Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
  - Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the Leisure team.
  - You will be expected to work at various locations on a varied rota including regular evenings and weekends.
  - You may be asked to undertake other duties appropriate to the role.
  - Job description may be updated periodically to reflect service needs.
  - Maintain an awareness and knowledge of the risk management responsibilities appropriate to their role, as identified within the HLH Risk Policy and associated guidance documentation.

#### **OTHER DUTIES:**

You may be required to perform duties, appropriate to the post, other than those given in the job specification. The duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations, it will be necessary to update this job specification from time to time.

## **PERSON SPECIFICATION**

### **EXPERIENCE:**

1. Proven supervisory experience within the leisure industry or a comparable sector
2. Experience in a position of responsibility within the customer service industry.
3. Strong understanding of customer needs and the role of marketing and communication in effective facility management.

### **EDUCATION AND QUALIFICATIONS:**

1. Health & Safety Qualification
2. First Aid at Work Qualification – Training can be provided
3. Pool Plant Operator Certificate – Training can be provided
4. HND in Sport or Leisure or similar qualification (or equivalent experience)
5. SSTQ (or equivalent) swim teaching qualification - Desirable
6. NGB / SVQ Coaching Qualifications - Desirable
7. National Pool Lifeguard (NPLQ) - Desirable

### **SKILLS – GENERAL ATTRIBUTES:**

1. Excellent written and verbal communication skills.
2. Self-motivated and able to work on own initiative.
3. Strong numerical skills and IT competence.
4. Ability to handle sensitive situations with discretion.
5. Commitment to maintaining a high standard of performance.

### **SKILLS – SPECIFIC TO POST:**

1. Ability to work flexibly, including evenings and weekends, to meet service demands.
2. Comprehensive understanding of workplace Health & Safety.
3. Strong organisational and leadership skills.
4. Ability to multi-task, problem-solve, and manage time effectively

### **INTERPERSONAL AND SOCIAL SKILLS:**

1. To be able act with **integrity**, being honest, transparent and having strong moral principles in all aspects of the role.
2. To acknowledge and respect **community** feedback to ensure that change and development reflects the needs of the internal and external communities.

3. To take responsibility and be **accountable** for your own actions, having strong guiding principles and building trust.
4. Show **respect** by being listening, be kind and support others having zero tolerance for prejudice and discrimination.
5. Setting a good **example** that positively reflects on the charity and act as a proud ambassador for HLH.
6. The ability to generate enthusiasm and commitment to strategies, vision and values.
7. The ability to communicate effectively at all levels, both internally and externally.
8. The ability to lead a successful team through motivating, supporting and developing employees and colleagues to make the best of their abilities.
9. The ability to prepare and communicate effective policies, objectives and plans.
10. The ability to manage customer consultation successfully and improve business processes to best meet customer requirements.
11. The ability to present information and ideas in a way that promotes understanding of the same and gains commitment/buy-in to support/deliver the information and ideas.
12. The ability to influence others and negotiate appropriate outcomes.
13. Enthusiastic and dynamic personality with the ability to motivate and inspire others
14. The ability to be diplomatic with the ability to maintain confidentiality
15. The ability to build positive relationships with staff and customers.

**April 2026**

*High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.*