

JOB TITLE:	Senior Operations Manager
SALARY:	£46,155 - £49,959 per annum
LOCATION:	Inverness Campus (Various locations)
HOMEWORKING:	This post is not suitable for homeworking
RESPONSIBLE TO:	Area Operations Manager
JOB PURPOSE:	To lead the efficient, safe, and disciplined day-to-day operation of leisure facilities, delivering high-quality experiences for all users. The role includes the promotion, development, and management of facilities at Inverness Leisure Centre to improve the health, wellbeing, and quality of life of individuals and the local communities.

JOB DESCRIPTION

KEY DUTIES AND RESPONSIBILITIES INCLUDE:

1. **Operational Management**
 - Lead and manage on the operations, 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.
 - Support senior management in the delivery of strategic and operational objectives.
2. **Health & Safety Compliance**
 - Ensure all facilities operate in full compliance with HLH policies, procedures and strategic frameworks.
 - Implement robust health and safety management practices, ensuring risks are identified, monitored and appropriately managed.
 - Report concerns promptly and take corrective action to maintain safe environments for staff, customers and users.
 - Promote sustainable working practices and aim to reduce waste in line with HLH environmental values.
 - Ensure Health & Safety, Risk Assessment, Safeguarding, Protection and GDPR 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**
 - Promote a positive, collaborative and inclusive workplace culture aligned to HLH's purpose of *Making Life Better* and the i-Care values.
 - Recruit, manage, supervise and develop a high-performing team of leisure and facilities staff.
 - Ensure staff receive appropriate training and development to deliver high-quality services.
 - Support staff performance management, wellbeing and engagement to enhance morale and productivity.
 - Pursue continuous professional development and actively contribute to the continuous improvement of services.
 - Attend and complete required training, both online and in person.
 - Ensure service and governing body training standards are met.
4. **Customer Service & Community Engagement**
 - Develop and maintain strong, positive relationships with customers, community groups, schools, user groups, parents and Head Teachers and boards.
 - Actively engage with local communities to encourage appropriate and increased use of facilities and equipment.
 - Ensure high standards of customer service across all centres, creating welcoming and inclusive environments.
 - Strengthen partnerships with key stakeholders including HLH colleagues, Council services and external organisations.
 - 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**
 - Monitoring of facility budgets, financial planning, reducing costs, and increasing income.
 - Ensure compliance with financial regulations.
 - Ensure accurate provision of performance management and operational data and prepare reports as required.
 - Work collaboratively with partners to identify and secure external funding opportunities to meet defined community needs.
 - Ensure administrative tasks are completed efficiently and in accordance with HLH policies and procedures.
6. **Innovation, Marketing & Development**
 - Review, develop and enhance facilities, programmes and services.
 - Establish a sales culture and use social media as a marketing tool.
 - Propose and contribute to new ideas, service developments and projects that improve participation, sustainability and performance.
 - Support innovation and continuous improvement across leisure provision in the area.
 - Work closely with the HLH Marketing and Communications Manager to develop and deliver effective promotional campaigns.
 - Develop and support the growth and uptake of the High Life membership scheme.

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 Centre 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.

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.

PERSON SPECIFICATION

EXPERIENCE:

- Management experience within the public or private leisure industry or a comparable sector
- A clear and thorough understanding of leisure facility management, specifically health & safety legislation in relation to managing a public facility
- A proven track record of effectively prioritising tasks, working to tight deadlines and working on own initiative
- Strong understanding of customer needs and the role of marketing and communication in effective facility management.
- Experience in facility and project development;

EDUCATION AND QUALIFICATIONS:

- Educated to degree level or with extensive experience of working effectively in the leisure sector
- Health & Safety Qualification
- Pool Plant Operator Certificate – Training can be provided

SKILLS – GENERAL ATTRIBUTES:

- Commitment to the health and safety of employees and customers
- Excellent written and verbal communication skills.
- Self-motivated, able to work on own initiative, under pressure and to strict deadlines.
- Able to demonstrate effective leadership
- Strong numerical skills and IT competence.
- Ability to handle sensitive situations with discretion.
- Commitment to maintaining a high standard of performance.
- Excellent problem solving skills
- Full valid driving licence or access to personal transport

SKILLS – SPECIFIC TO POST:

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

INTERPERSONAL AND SOCIAL SKILLS:

- To be able act with **integrity**, being honest, transparent and having strong moral principles in all aspects of the role.
- To acknowledge and respect **community** feedback to ensure that change and development reflects the needs of the internal and external communities.
- To take responsibility and be **accountable** for your own actions, having strong guiding principles and building trust.
- Show **respect** by being listening, be kind and support others having zero tolerance for prejudice and discrimination.
- Setting a good **example** that positively reflects on the charity and act as a proud ambassador for HLH.
- The ability to generate enthusiasm and commitment to strategies, vision and values.
- The ability to communicate effectively at all levels, both internally and externally.
- The ability to lead a successful team through motivating, supporting and developing employees and colleagues to make the best of their abilities.
- The ability to prepare and communicate effective policies, objectives and plans.
- The ability to manage customer consultation successfully and improve business processes to best meet customer requirements.
- 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.
- The ability to influence others and negotiate appropriate outcomes.
- Enthusiastic and dynamic personality with the ability to motivate and inspire others
- The ability to be diplomatic with the ability to maintain confidentiality
- The ability to build positive relationships with staff and customers.
- The ability to contribute to the development and implementation of policies and plans
- Good negotiation, facilitation and customer service skills

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