



**THE  
SPORTS  
TRUST**

## **Role Profile**

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Senior Duty Manager

**Date:** 19<sup>th</sup> May 2023

**Location:** F51 Sports Park

# Role Profile

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## Mission

Overall management of the F51 skatepark to deliver commercial targets for the sustainability of the park. Implement a well-structured and efficient team to deliver a first-class customer focused experience.

## Key Outputs

- Deliver against set income and expenditure targets through accurate reporting.
- Lead and manage the team to ensure first class customer experience.
- Operational targets are set and measured, aligned with commercial costs of running the park, driving opportunities for charitable objectives.
- Customers and employees are as safe as possible because H&S legislation is embedded successfully.
- Training and development of staff is monitored, up to date and accurately reported through regular staff performance management.
- Opportunities for suitable partnerships are identified, feeding into successful, sustainable revenue streams that support and exceed operating costs.
- Focused timely reporting in keeping with SLT requests for more fact-based decision processes, resulting in improved Management reporting on time and in full.
- The skatepark is at capacity and meeting the requirements of the budget, with opportunities explored and communicated with SLT.
- GX scores and feedback are continually improved as a result of operational behaviours being strengthened from quality training.

## Key Responsibilities

- Hit targets for income and expenditure.
- Lead the team in delivery of first-class experiences at F51.
- Take ownership of the staffing rota across the site.
- Implement the set of H&S process overseen by the Ops Manager
- Be the decision maker to resolve disputes and challenges.
- Weekly catch ups with every member of the team.
- Ensure open dialogue with board level challenges and success.
- Lead by example with delegation of duties in line with minimum standards

- Abide by Financial Fair Play rules from The Sports Trust Finance Team.
- Online booking system is updated weekly for improved customer journey.
- Work alongside marketing to promote events.
- Build relationships with local artists, musicians that would lead to the creation of a music event venue for additional income streams. Report on progress for repeat business and future income growth.
- Any other reasonable management request

## Role Specific Competencies

- **A calm and considered approach to the team.** Able to demonstrate empathy with all staff members while ensuring the required output for job roles is clear and monitored.
- **Decision maker** - Show through actions the ability to make fact-based decisions impacting the business with positive outcomes in line with business targets.
- **Customer Focused** - Delivers a first-class customer experience at the heart of everything we do, and ensure, through weekly staff meetings consistency levels remain in place.
- **Planning and Organisation** - Ensure monitoring of staff performance levels to achieve desired business goals.
- **A positive attitude to challenges.** Showcase through adapting to daily challenges and prioritise the team around you to focus on achieving the daily goals

## Living our Values at The Sports Trust

Our values are the driving force behind our work:

**Fun**  
**Originality**  
**Local People**  
**Kindness**  
**Equality**

We, as The Sports Trust, live and perform to these values in all the work we undertake for the community.

## Background (Qualifications, Skills, Experience)

- Previous knowledge gained on the benefits to inspires and persuades others to voluntarily follow direction, pursue and achieve goals, and adopt new positions or opinions.

- Computer literate across multiple platforms such as Microsoft Office, App based HR platforms and the ability to adapt to new software when required
- Qualification levels held previously, responsible for Health and Safety in the workplace to ensure staff and customers are safe at work.
- Delivered problem solving solutions. Generates a range of solutions and courses of action with benefits, costs, and risks associated with each
- Two years experience as a team manager with a proven track record of success against financial targets