

three hills SPORTS
PARK

Centre Manager

Recruitment Pack



THE
SPORTS
TRUST



About The Sports Trust

The Sports Trust is a registered charity which was set up in 2013. The charity works in schools, sports clubs and in the local community to provide the best opportunities for people of all ages and abilities to be physically active.

In schools, The Sports Trust delivers a comprehensive timetable of coaching and competitions to every school in the Folkestone & Hythe district to inspire and encourage young people to build a life-long love for sport. The Sports Trust's team work with teachers and staff to embed physical activity within the culture of every school, while also upskilling teachers to feel more confident in coaching sport & physical education.

In sports clubs, The Sports Trust looks to support clubs with funding applications, training, qualifications and guidance. We support clubs with marketing initiatives which aim to drive participation and we'll support talented athletes to reach the highest level of competition via our ambassador programme.

In the community, the charity aims to break down barriers to participation, especially for under-represented groups, including women, people aged 50+, those living with a mental health condition or for those whom English is a second language. We work collaboratively with strategic partners to create safe and inclusive environments for people to move more and meet like-minded people.

The Sports Trust is proud to operate three impressive and inspirational sporting facilities: Folkestone 51, Three Hills Sports Park and Folkestone Sea Sports, with the aim of creating safe and inclusive environments for people to love sport and exercise, whatever their motivation may be.



Job Profile

Job title: Three Hills Sports Park Centre Manager

Contract type: Full time, permanent

Working pattern: 37.5 hours over 7 days – shift pattern may include evenings and weekends.

Salary: £34,000 to £37,000 DOE

Location: Three Hills Sports Park, Folkestone, Kent, CT19 5JU

Holidays: 28 days inclusive of bank holidays

Main objective:

This role exists to oversee the day-to-day operations of Three Hills Sports Park ensuring the delivery of commercial targets for the venue's sustainable growth and leading a well-structured team to provide first class, customer focused experience.

Key Outputs

- Ensure the Three Hills Sports Park operates efficiently with high-quality service delivery.
- Meet financial objectives, ensuring the balance between commercial income and charitable goals.
- Foster an environment where customer engagement is central, ensuring a top-tier experience for visitors.
- Build strong relationships with core clubs, organisations and community members, promoting engagement.
- Delivery well-organised events that reflect the values and objectives of The Sports Trust.
- Deliver against set income and expenditure targets through accurate forecasting and reporting.
- Enhance community engagement through sports, charity, and partnership-driven events.
- Work closely with the F51 Manager, Marketing Manager, and Events and Bookings Manager to ensure unified goals.
- Opportunities for suitable partnerships are identified, feeding into successful, sustainable revenue streams that support and exceed operating costs.
- Create a motivated team that is aligned with the values of The Sports Trust, delivering a customer-first experience.
- 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, especially where legal compliance is essential (DBS and Safeguarding).



Key Responsibilities

- Oversee the income and expenditure of the park, ensuring business targets are met in line with the overall business plan.
- Work with suppliers to secure the best partnerships and terms that support both commercial and community goals.
- Lead and manage staff, ensuring they are well-trained, motivated, and delivering an exceptional customer experience.
- Manage and coordinate staff schedules and rotas to ensure the park is adequately staffed.
- Conduct weekly catchups with every team member to ensure alignment and support.
- Organise and oversee events to attract new customers and foster stronger relationships within the community.
- Ensure programmes and events meet both commercial and community objectives.
- Collaborate with marketing to promote events and activities to maximise attendance, gathering feedback for continuous improvement.
- Handle customer feedback, enquiries, and complaints professionally to maintain a strong community presence.
- Build relationships with key local clubs, community stakeholders, and suppliers to enhance the park's reputation.
- Ensure timely communication of park activities and programmes, contributing to scalable growth.
- Provide timely and comprehensive management reports to include financial sustainability and customer experience metrics.
- Oversee the effective management of stock, including food and beverage items and equipment, ensuring accurate record-keeping and timely orders to maintain optimal stock level.
- Ensure proper storage, handling and compliance with health and safety regulations.
- Ensure compliance with health and safety standards across the park.
- Maintain the facilities to the highest operational standards.

Role Specific Competencies

Customer-Focused: Dedicated to delivering a first-class customer experience, actively listening to customer feedback to drive continuous improvements.

Community and Partnership Engagement: Skilled in fostering strong relationships with local clubs, community stakeholders, and suppliers to build a stronger community presence.

Operational Leadership: Demonstrated ability to manage a team and ensure smooth daily operations, with an eye for optimising efficiency and service delivery.

Event Management: Strong event management skills, capable of organising a variety of sports and community events that balance commercial and charitable outcomes.

Financial Acumen: Experienced in managing budgets, financial forecasting, and delivering on business plans.

Effective Communication and Reporting: Strong communication skills for reporting and maintaining open dialogue with the board and other stakeholders.



Living our Values at The Sports Trust

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

Our Values

F FUN	O ORIGINALITY
L LOCAL PEOPLE	K KINDNESS

Our Charity Pillars

E EQUALITY	S SUPPORT	T TRANSFORM	O OFFER	N NETWORK	E ENCOURAGE
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Background

Qualifications, Skills, Experience

	Essential	Desirable
Proven experience in a management role, ideally within a sports or recreational facility.	✓	
Demonstrated success in achieving commercial targets and managing budgets.	✓	
Experience in team leadership and staff development.	✓	
Experience in customer service and handling customer feedback.	✓	
Experience in operational management, including health and safety compliance.	✓	
Strong understanding of financial management, budgeting, and forecasting.	✓	
Ability to manage income and expenditure effectively and develop comprehensive business plans.	✓	
Proven ability to lead, motivate, and manage a diverse team.	✓	
Adept at problem solving and conflict resolution.	✓	
Fosters a collaborative and positive work environment and delegates tasks effectively.	✓	
Ability to ensure smooth and efficient day-to-day operations of a sports or recreational facility.	✓	
Strong communication skills for reporting and maintaining open dialogue with the board and other stakeholders.	✓	
Experience in community engagement and building partnerships.		✓
Experience in event planning and program management.		✓