

WE'RE

RECRUITING

Join the team at Denbighshire Leisure Ltd





Job Title: Club Manager - Club Nova

Job Reference:

Location : Nova, Prestatyn

Salary: Grade 8

Hours: 37 hours per week

Contract: Permanent

Closing Date: TBC

How to apply:

If you are interested in this vacancy, please apply on-line via the website www.denbighshireleisure.co.uk. For alternative methods of applying please contact Denbighshire County Council Customer Services on 01824 706101.

Denbighshire Leisure Ltd. is a Council owned Trading Company Limited by Guarantee and as such application forms are administered by Denbighshire County Council. Candidates must complete our application form via the website to be considered. We regret that we are unable to reply to all applications. If you have not received a reply within three weeks of the closing date, you must assume that you have not been short listed for interview.

Letter from the Managing Director

Hi, my name is Jamie Groves, and I am the Managing Director of Denbighshire Leisure Ltd. As you are interested in joining our Company, we thought you would like to know a little bit about us.

This is a truly exciting time to join Denbighshire Leisure Ltd, as we are a new Company with a well-established, passionate and driven team, who all have a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with a reputation for great experiences in all our facilities and a team who thrive on the customer having the best experiences possible.

Our commitment to providing customers with the highest standard of facilities continues year on year, and this rolling programme of investment into our facilities has led to a well-deserved reputation for providing residents and visitors with sport, fitness and leisure facilities that compare with the very best of the private sector. Our seven Leisure Centres offer top class gym equipment and a wide variety of fitness classes. Across the county, we also have six swimming pools, as well as sports halls and outdoor all weather pitches.

For those looking for a fun day out, we have SC2 Water Park with Ninja TAG in Rhyl, the Nova – our premium visitor destination in Prestatyn, and North Wales Bowls Centre. We also offer fine dining and cocktails in the 1891 Restaurant and Bar in Rhyl or pizza and a drink in the sunshine at the Beach Hut in Prestatyn. For those with an interest in the arts, you might like to pay a visit to Ruthin Craft Centre, the Centre for the Applied Arts with three galleries showing the best in national and international contemporary applied art. Our busy Active Communities team have a wealth of experience in their own sectors, and together they combine their skills to offer a varied programme of high quality, inclusive leisure opportunities. Everyone is committed to providing an excellent service to all our customers, so whether it's hosting a birthday party or helping someone improve their health and fitness, we are happy to help.

Our success is down to our staff, and we have a great team and ethic at Denbighshire Leisure Ltd. We offer a wide range of opportunities for training and career progression, and work hard to ensure our staff are happy in their chosen roles. If you are also passionate about providing excellent service, are friendly and approachable, with a desire to help both colleagues and customers, then you'll fit right in.

We look forward to receiving your application.



'Providing high quality, accessible leisure opportunities which attract high levels of participation and improve the wellbeing of our residents and visitors'



Denbighshire Leisure Ltd

Denbighshire Leisure Ltd is committed to Equal Opportunities and its Welsh Language Standards. We welcome applications in the Welsh Language and application forms received in the Welsh Language will not be treated less favourably than an application form submitted in English.

The Denbighshire Leisure team are a well-established, passionate and driven team, with a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with an excellent reputation in all our facilities, and a hard working team who thrive on the customer having the best experiences possible.

We expect our staff to be committed to;

- Providing an excellent standard of service at all times
- Their own self development and the development of our business
- Working flexibly across sites where needed
- Supporting team working, supporting their colleagues and our customers

Our workforce is of utmost importance to us and we are committed to supporting staff to achieve a positive work-life balance. All employees of Denbighshire Leisure Ltd are entitled to a variety of benefits, including discounted gym membership, personal and professional learning and development opportunities, generous annual leave allowances (with the opportunity to purchase more) and support for applications for career breaks and secondments.



Job Description

Job Title: Club Manager (Club Nova)

Grade: 8

Company: Denbighshire Leisure Ltd

Service Area: Club Nova

Responsible to: Head of Commercial Operations

Job ID Number / Date Issued: TBC

Job Purpose:

Club Nova has been designed to provide the ultimate member experience: a brand new custom built functional training rig, new half racks for enhanced lifting training, state of the art cardio equipment with unique digital features, exclusive member's bar and a stunning new-look!

Part of the Nova complex that also includes a busy play centre, swimming pool and the rapidly expanding Beach Hut restaurant and terrace, Club Nova is a key component in elevating the Nova into one of the leading leisure, fitness, bar and dining destinations in the region.

This role will lead and manage Club Nova operations, provide leadership and direction for the fitness teams. The role will be key to achieving the company's ambitions for customer experience and growth, and to further enhancing DDL's reputation as an innovative and industry leading leisure operator.



Principal Accountabilities and Responsibilities:

- Ensure that the club meets their sales targets and retention numbers are kept within agreed targets.
- Ensure the team deliver effective customer experience following processes set out and utilising relevant systems and technology.
- Assist in developing and implementing the use of technology and systems to provide exceptional customer experience aligned to the Club Nova brand.
- Develop and implement proposals & recommendations for revenue growth and/or improved business performance.
- Liaise closely with the Marketing Manager and Membership & Retention Manager to ensure planned sales and marketing activity drives sufficient enquiries to maximise membership sales.
- Liaise with managers and staff at Nova and the wider company to ensure opportunities to cross-promote and maximise profile are exploited.
- Monitor and interpret industry trends and customer feedback to ensure the company's fitness offer is at the forefront of fitness industry concepts and responsive to demand.
- Support and motivate the gym team to continually improve the overall member experience.
- Plan weekly rotas for the fitness teams, ensuring rotas are aligned to business levels.
- Communicate performance standards and expectations with direct reports, in a way that motivates the gym team to take action & accountability.
- Develop the Club Nova team by attracting, recruiting, training and appraising talented personnel.
- Manage all member communication/complaints effectively; use member feedback to activate long-term improvements in products and services.



Principal Accountabilities and Responsibilities:

- Maintain an effective control of revenue and expenditure against targets to achieve optimum financial and operational efficiency, initiating appropriate action plans and changes where necessary to keep on track.
- Ensure HR and payroll processes are embedded and deadlines are adhered to.
- Follow company policies and procedures regarding the handling of cash, property, stock and equipment.
- Communicate and build strong relationships with fitness supply chains to ensure the best available buying rates are accessed.
- Ensure the cleanliness, maintenance and operational standards are in line with company standards.
- Ensure proactive approach to repair and maintenance to minimise equipment down time and maintain the fabric of the building.
- Ensure that all Health & Safety, hygiene and COSHH regulations comply with requirement
- Be flexible, adaptable and willing to work on request at various sites, which could include other Denbighshire Leisure facilities.
- The post is 'hands on' and heavily involved in the day to day running of all aspects of Club Nova's day to day operations.



Knowledge, Skills, Training and Experience

The postholder must :

Be a commercially focused and accomplished leisure professional who relishes challenge and has the persistence to succeed.

Have the skills and experience to foster strong working relationships with staff, partners, and customers of the Company.

Have experience in, and a proven ability to, effectively manage staff and finances to deliver services and objectives.

Have experience and understanding of front and back of house operations involved in delivering an industry leading fitness experience

Have the ability to work in a busy and dynamic environment.

Hold a recognised leisure management qualification and / or have 2 years' experience leading and managing within a busy fitness setting or similar field.

Have knowledge of budgeting and forecasting, and proven ability to drive business growth.

Have knowledge of industry best practice and health & safety processes.



Supervision / Management of People

Supervision of a fitness team of up to 16 staff, including Fitness Instructors, Personal Trainers, Class Instructors. Day to day responsibility for leading and directing all staff based at Nova as part of Nova's management team.

Responsibility for Finance & Assets

Revenue: Approx £1 million per annum

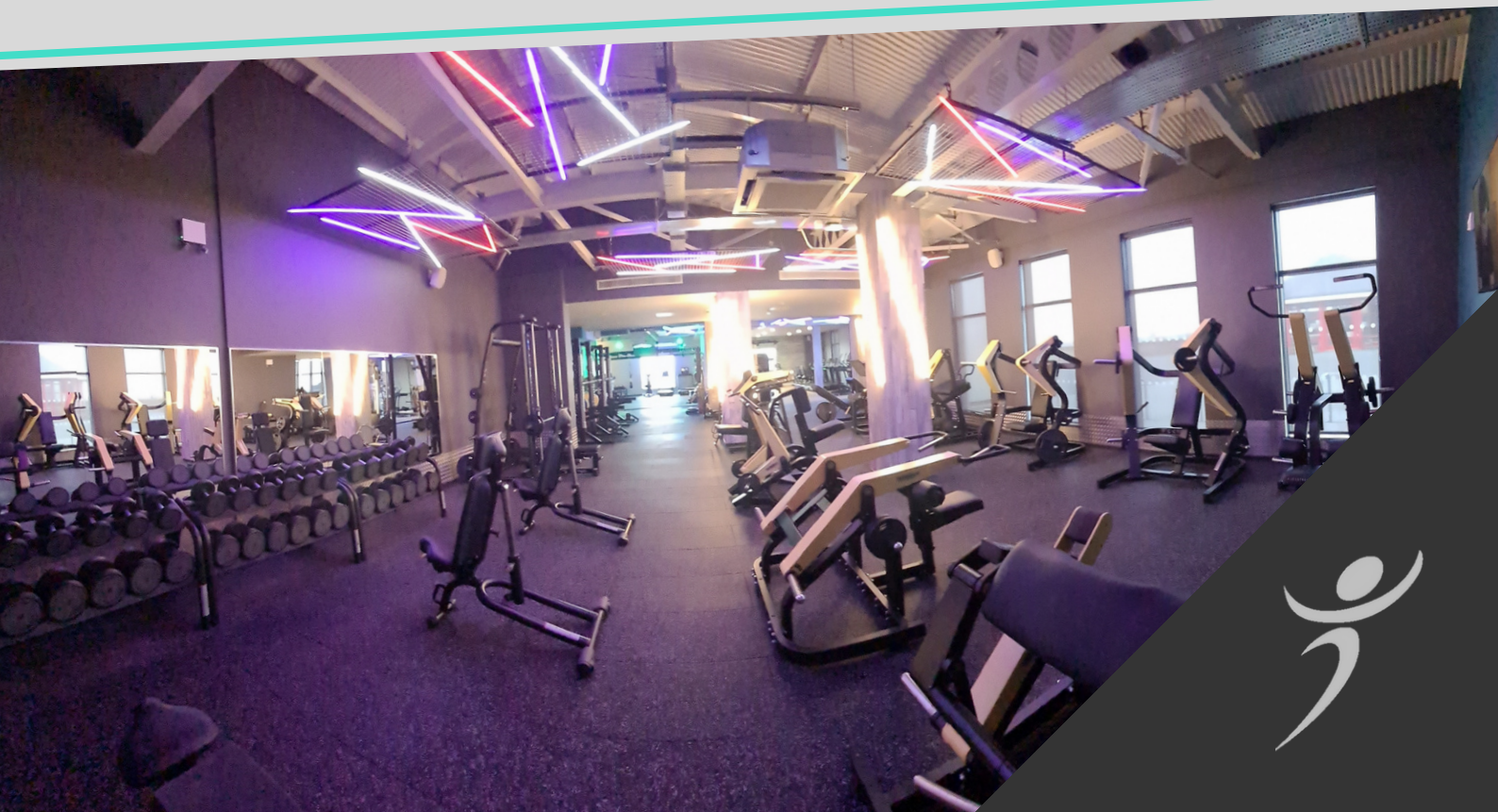
Responsible for the safety and security of the facility

Responsible for fitness equipment, membership management and sales systems.

Laptop, computer & mobile phone provided for business use.

Special Working Conditions

- The post holder must have the ability to travel across Denbighshire for which an allowance is payable but subject to review.
- The post holder will be required to work to compressed timescales and within defined budgets.
- The post holder will be required to complete tasks under minimal supervision as required, and have a proven ability to work off their own initiative.
- The ability to prioritise work, deal with conflicting priorities and meet deadlines is essential to this post.
- The post holder will be expected to work weekends and evenings, and very unsociable hours commensurate with the role and the industry.



Vision / Context

Denbighshire Leisure Ltd has been transformed over the past decade and is now renowned for delivering high standards of provision right across the County of Denbighshire; offering a new, unique, affordable, and a commercially sustainable Leisure offers; whilst making a significant contribution to improving the health of our residents and delivering Economic prosperity. This has been possible because of a highly motivated workforce, with a great culture who work to strong values.

The post holder will be expected to display and promote our company core values:

- We will stand by our principles of integrity and honesty.
- We will be trusted by our staff to always do what is right as their employer, and make them proud.
- We will never accept the status quo. We will work harder, become stronger and continue to deliver the highest quality of service to our customers.

Denbighshire Leisure Ltd has three important, but distinct pillars, which informs and influences the way we work and why the Company was created. The Company is recognised for the valuable contribution it makes to our communities, how it works with its partners and other businesses, and more importantly how the Company looks after and develops its workforce – the Company very much believes in a ‘one team - one bank’ account philosophy.



The three pillars of Denbighshire Leisure Ltd:

Our Community

Within the wider Denbighshire area, our teams work with a network of smaller communities consisting of customers, sports clubs, local groups and residents. We place these communities at the heart of everything we do.

Our People

We believe that our staff are a vital element of Denbighshire Leisure's success. We value the skills and experience each individual brings to their role and although the Company offers a diverse range of services, our teams all have the same qualities in common – they are passionate and driven, with a culture of high performance and a reputation for excellent customer service.

Our Business

Denbighshire Leisure Ltd is a new Company, built from a history of high performance and innovative practice. Over recent years, as a service within Denbighshire County Council, we have built lasting and mutually beneficial relationships with a number of partner organisations. We are looking forward to the continued success of these established partnerships, whilst also developing new and exciting ventures. Within all of our relationships, we are committed to acting with integrity, transparency and courtesy.

The post holder is key to ensuring that '...by 2030 the company will continue to be renowned for providing high quality, accessible leisure opportunities which attract high levels of participation, and improve the wellbeing of Denbighshire's residents and visitors.'



Employment Checks/Specific Requirements

All new starters are required to undergo our standard safer recruitment checks; two satisfactory references covering three years employment, evidence of essential qualifications, evidence of Right to Work in the UK. An enhanced DBS check is also required for this role.

Safeguarding Statement

Denbighshire Leisure Ltd recognises its obligations to safeguard children and adults together with preventing slavery and human trafficking and will do all in its power to prevent slavery and human trafficking within its business. Modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery.

Safeguarding is everyone's business and all Denbighshire Leisure employees are required to work in accordance with the organisation's Child / Adult Safeguarding policies and procedures and have a duty to report any concerns which may be noted during the course of their duties and are asked to be alert to the signs of exploitation. Concerns should be raised via their Designated Safeguarding Manager in order that the organisation can take prompt action when exploitation is identified.



Person Specification

The Person Specification sets out the skills, knowledge and experience that are considered to be necessary to carry out the duties of the post effectively. It will be used in the short-listing and interview process for this post. You should demonstrate on your application form how you meet these criteria as you will only be shortlisted if you meet all of the essential criteria (and desirable criteria where applicable).be shortlisted for this position, candidates must demonstrate on their application form how they meet the below criteria:

Job Title : Club Nova Manager

Grade : 8

Qualifications, Experience, Knowledge & Skills

Qualifications

2 Years' experience in a Management role in a busy leisure club or related environment.

Experience of dealing with customers in a very busy and dynamic leisure environment.

Management qualification and/or extensive relevant experience in the leisure club sector, or similar environment.

Knowledge

Strong commercial understanding of the leisure club sector

Skills & Abilities

Ability to work co-operatively and corporately as part of a team.

Ability to provide clear vision and direction inspiring and motivating to deliver excellent service through good role behaviours and consistency of approach.

Ability to work together to deliver better services for customers and staff

Ability to initiate and support change as required.

Ability to adapt to change and introduce better ways of working through generating ideas and seeking out the best way to deliver services.

Experience

Experience of working at a management level in a diverse and complex organisation within either the public or private leisure club sector.

Demonstrable experience of successful management of multi-disciplinary teams. Have experience in and a proven ability to effectively manage staff, finances and property to deliver services and objectives.

Personal Qualities

Committed to equality and diversity: successfully responding to the identified needs of customers.

Ability to use and apply relevant ICT commensurate with the nature and demands of the post.

Ability to influence others to provide the highest levels of customer service.

Excellent communication / presentation skills, both written and oral.

High level of interpersonal skills.

Ability to demonstrate a high calibre of skills and tact, diplomacy, persuasion, negotiation, advocacy and assertiveness.

Demonstrates a strong commitment to customer service.

Strong sense of accountability of self and others.

Shows resistance and toughness under pressure.

Adapts personal style to meet demands of complex situations.

Empathy with the Welsh Language and culture.



Thank you for your interest.

For more information please contact Gwyn Hughes on 01824 712707 or gwyn.hughes@denbighshireleisure.co.uk



www.denbighshireleisure.co.uk



Denbighshire Leisure Ltd

@DenbighshireL

