



Job Description

Job Title:	General Manager
Date:	February 2024
Department:	Wellington Health and Fitness Club
Reports To:	Wellington College Chief Operating Officer & WCS Board
Responsible For:	Wellington Health and Fitness Club & Wellington Real Tennis Club

Purpose of the Position:

The post holder is responsible for the day-to-day oversight and management of the Wellington College Health and Fitness & Real Tennis Clubs including overall service delivery. This includes developing a strategy and budget for growth designed to maximise commercial opportunities and leading and managing a diverse and multifunctional team of approximately 100 permanent, temporary, full time, and part time staff.

The post holder will be primarily required to work in collaboration with key College stakeholders (i.e., Deputy Head, Cocurricular, Director of Sport and Head of PE etc) to ensure that all sport and physical activity requirements are met.

Departmental Information

Wellington College Health & Fitness Club is a large multi-purpose dual use facility with the primary focus of providing sport and recreational facilities for 1,100 College pupils and 1,800 fee paying members in addition to hosting local community football, hockey, cricket, netball, and basketball clubs.

The club facilities include a double court main hall, two studios, 4 lane 25m swimming pool, 65 station gym and functional training area, climbing wall, Café/bar, five squash courts, two floodlit astro pitches, six floodlit tennis courts, two unlit tennis courts, two indoor tennis/netball courts, four dedicated indoor cricket lanes, and Real Tennis Courts. The Club also has booking and membership responsibilities for the College's 9 hole golf course as well as a 40m x 40m outdoor pool for summer use.

Wellington Health & Fitness & Real Tennis Clubs have a combined turnover of £1.88m

Main Tasks and Responsibilities:

Strategy/Budget/Stakeholder Engagement

- Work in collaboration with key College stakeholders (i.e. DH, Cocurricular, Director of Sport, Head of PE etc) to ensure a comprehensive sport and physical activity programme is provided and all College requirements, including projects, are fully evaluated and catered for.
- Develop a three-year business strategy identifying opportunities for commercial growth for Board approval.
- Develop and deliver a three to five year rolling PPM and equipment refurbishment programme.
- Create and presenting termly board reports.
- Maximise networking development opportunities within the College and the wider leisure industry.

- Consistently engage with primary customers, i.e. College and Sporting Partners, ensuring the highest standards of customer relations are maintained.

Finance & Management

- Develop an annual budget for the five relevant cost centres. Manage and report regularly.
- Develop a plan for growth in membership sales and implement robust retention strategies.
- Responsible for local Payroll.
- Reporting on F&B stock allocation.
- Develop staffing models which meet service requirements.
- Provide inspirational leadership and management of 100+ personnel, including performance and behavioural management.
- Recruitment and onboarding of new personnel
- Development of H&S processes and procedures which demonstrate full compliance with Health and Safety legislation and best practice.
- Managing the Golf Club membership programme.
- Ensuring the Health and Fitness centre facilities are maintained to an excellent standard.

IT

- Oversight and management of specialised leisure industry membership and reporting software
- Microsoft Suite of tools
- Development of Club Web and App applications

Marketing

- Significant focus on sales, engagement, retention and member experience.
- Proficient use of social media platforms & marketing tools to maximise revenue.
- Promotion of functions through the development of resources such as Fives café / bar and the development of a member's newsletter.
- Promotion of membership to the Real Tennis Club.

Person Specification

Education Attainment

- Relevant degree in a directly related subject (desirable)
- 3 A Levels or equivalent
- 5+ GCSE A*-C, 4-9 or equivalent (English and Maths essential)

Professional Qualifications

- Relevant Management/Leisure qualification, H&S Qualification, Personal Licence Holder, Food Hygiene Certificate.

Knowledge and Experience

Essential

- Leisure/fitness industry experience
- Strong relationship & stakeholder management skills.
- Knowledge of, and practical use of, a leading leisure membership software.
- Knowledge and experience of managing a large, commercial and complex leisure business.
- Deep knowledge and demonstrable leadership within a safeguarding best practice and educational setting.

Desirable

- A good understanding of people management processes.
- Clear knowledge and experience of managing complex projects in a progressive leisure facility including liaison with works and finance personnel, and external suppliers.
- Good working knowledge of large capital purchase procurement processes.

<ul style="list-style-type: none"> • Knowledge and experience of operating swimming pools and pool plant rooms with appropriate H&S compliance. • Extensive people management experience. 	
<p>Skills and Personal Qualities</p> <ul style="list-style-type: none"> • Excellent communication skills to enable effective dialogue with colleagues, members, staff, visitors and where applicable, pupils. • Organised and self-motivated, with a proven track record for meeting targets and deadlines • Able to perform at a high level and remain professional whilst under pressure. • Dedicated team-player, who strives for excellence and leads by example. • Tactful and discreet, whilst mindful of observing Safeguarding and professional standards • Displays a smart and professional appearance at all times, representing the College in a positive manner. • Reliable and stable • Well-developed investigative and problem-solving skills • Enthusiastic, with an eagerness to learn new skills and a commitment to personal continuous professional development. • High level of accuracy and attention to detail • Self-motivated and able to work alone without direction. • Adaptable and flexible with working patterns when required. • Committed to contributing towards the wider College community. • Good level of personal physical fitness. • Ability to work strategically and see the big picture as well as having an eye for detail. <p>Essential Values, Behaviours and Attitudes</p> <p>All employees are expected to actively promote and demonstrate the five core values of the College:</p> <ul style="list-style-type: none"> • Kindness • Integrity • Respect • Responsibility • Courage <p>In addition, the College expects all staff to show ambition and display curiosity both personally and professionally.</p>	

The College reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the College's business.

In exceptional circumstances, the Post holder will be required to undertake other duties and responsibilities of a similar post in order to support workload peaks, skill shortages, to ensure priorities are met. This will be sensitive to available resources and individual skills and will be generally in the same area.

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All employees are required to ensure that all duties and responsibilities are discharged in accordance with the College Health and Safety Policy. They should take reasonable care for their own Health and Safety and that of others who may be affected by what they do or do not do. Staff should correctly use work items provided by the College, including personal protective equipment in accordance with training and instruction.