



LONDON BOROUGH OF MERTON
ENVIRONMENT AND REGENERATION DEPARTMENT
JOB DESCRIPTION

Post Title: Watersports Centre Manager

Grade: ME14

Division/Section: Public Space

Location: Wimbledon Park Watersports Centre

Responsible to: Head of Leisure and Culture

Responsible for: Instructors and students

Direct Reports:

- **Principal Watersports Instructor**
- **Leisure Development Officer**

Post number:

Date: April 2022

MAIN PURPOSE:

To be responsible for the operation of the Watersports Centre and associated facilities, promoting a customer-focused environment, generating excellent public relations and customer care. To ensure that the Centre remains a Royal Yachting Association (RYA) Recognised Training Centre (RTC) and operates in accordance with the Outdoor Adventure and Licensing Act, Health and Safety, Child Protection and all other required legislation in force at any time.

To provide courses in-line with the teaching structures and are compliant with the delivery of operating principles as outlined by the Royal Yachting Association, British Canoeing and any other applicable governing body. To hold and be responsible for adhering to the terms of the Centre for Environment Fisheries and Aquaculture Science (CEFAS) License.

To manage, lead and coordinate the activity programme, ensuring that the service meets the needs of client groups from an educational, training and skill development requirement while ensuring the health and safety of staff and customers and guaranteeing the highest standards of service.



To ensure the ongoing commercial viability of the Watersports, Outdoor Adventure Centre and developing outdoor and water specific sports (i.e. fishing & open water swimming) both through the Wimbledon Park centre and other watersports centres. To oversee the development of the educational offer to ensure programme and product development that meets the needs of client groups from an educational, training and skill development requirement as well as working with the Commercial Leisure Officer, Leisure and Culture to increase the customer base.

To co-ordinate and engage in partnership working to deliver cultural & leisure related activities in accordance with the principles of Best Value, Council policies, strategies and the business planning process in order to deliver a high quality, efficient and effective service for local people. To increase engagement in sport, with specific focus on watersports, by all sections of the community by forging partnerships, unblocking barriers to participation and improving the sport and educational delivery system.

To report on Team and Departmental performance for a range of stakeholders. Including (but not limited to): the Director of Environment & Regeneration, the Assistant Director of Public Space Contracting and Commissioning and Corporate Directors and decision makers.

To lead and manage these functions in accordance with the core principles, key aims and priorities as defined in Target Operating Model(s), Business Plan, Divisional plan(s), and Member priorities.

To demonstrate commitment to the Public Space vision through contribution as a member of the Leisure and Culture Team.

MAIN DUTIES AND RESPONSIBILITIES

1. Service Responsibilities

- 1.1. To manage the day-to-day running of the facilities and services, operating the building and facilities in accordance with current licensing and legislation, normal operating procedures, emergency action plans, and the Health and Safety policy in order to provide a safe environment for all
- 1.2. To engage with facilities management and health & safety specialists to manage, oversee and report on capital works for repairs, maintenance and /or improvements to the Watersports Centre. Be the designated key holder and maximise the safety and security of the building and equipment compounds

- 1.3. To carry out an annual review of all Council owned property and equipment within the Watersports Centre. Monitoring quality, condition and determining priority actions for investment
- 1.4. To oversee the development and delivery of projects and programmes of work that meets the needs of client groups from an educational, training and skill development requirement, including liaising with students in order to identify and monitor their needs, and co-ordinate the end of term student course evaluations
- 1.5. To oversee the development and integration of emerging and developing watersports opportunities, including fishing and open water swimming, including the preparation of business plans, operational management plans & risk assessments and booking systems (as required)
- 1.6. To assess and identify new opportunities for growth in current and prospective markets, including off-season opportunities. To ensure the business offer remains viable through the development of strategies, budgets, business plans and work programmes, which seek to achieve the successful development of leisure and cultural facilities and in particular the Watersports Centre and associated activities
- 1.7. To manage the Watersports Centre budget, including approving expenditure and monitoring spending. The provision of regular and accurate budgetary, financial activity and performance monitoring information. To investigate anomalies and variances in financial and budgetary support systems and recommend appropriate action
- 1.8. To prepare budgets for new programmes and projects, budget amendments or realignments when required and regular budget reviews, including cost recovery calculations in keeping with changes in programme plans
- 1.9. To plan for, and anticipate the seasonal business cycle ensuring that the centre has sufficient resources such as personnel, material, and equipment to operate fully during busy periods, while managing and minimising off-season expenses
- 1.10. To monitor, coordinate and deliver the implementation of the Watersports centre service contracts, leases and licences including all National Governing Bodies Certification. Working in partnership with the operators to maximise the service provision within affordability levels, meeting quality assurance standards, legislative requirements, key strategic objectives, outputs and targets
- 1.11. To identify and promote opportunities for leisure, sports, health & physical activity, particularly for those sections of the community under-represented in this area community including disabled and challenged individuals, minority groups and voluntary units

- 1.12. To oversee the recruitment, selection and ongoing training of staff and volunteers within the department, including carrying out inductions, first aid training, DBS checking. recording and producing data on volunteer involvement and leading on the development and implementation of the in-house training programme for tutors
- 1.13. To act as the Council's expert on water and watersports legislation and cultural industry issues, aware of and communication of relevant legislation and central government guidance. Representing the council at meetings with outside agencies such as National Governing Bodies, sub-regional partnerships, voluntary bodies and organising committees
- 1.14. To ensure all relevant qualifications are kept up to date, and attend / undertake any training as required
- 1.15. Contribute to planning and reforecast processes and the review of performance against plans as required
- 1.16. Deal with Councillors, members of the public, representatives from other organisations and other Council staff whilst achieving the highest levels of service delivery, customer and stakeholder satisfaction
- 1.17. To review and maintain the information, advice and guidance procedures for the department
- 1.18. To provide cover for other departmental Officers during periods of planned leave
- 1.19. Undertake any other duties commensurate with the level of the post, as required to ensure the efficient and effective running of the Department

2. Finance and Resources Responsibilities

- 2.1. To operate the budget for the Watersports Centre, ensuring that resources are utilised efficiently and that services provided are within the approved budgets levels
- 2.2. To produce regular reports on the use of resources and financial budgets, ensuring financial regulations, service forecast planning and payment procedures are followed
- 2.3. Use technology effectively with colleagues, stakeholders, and contractors to improve the effectiveness and efficiency of services delivered and to provide strategic insight to enable improvements and advancement of technological solutions to support service enhancements

3. Staff

- 3.1. To lead and manage the staff and volunteers in the Centre effectively including recruitment, performance management, sickness monitoring, training and communication and managing workload to take into account Council priorities
- 3.2. To provide leadership in the promotion of Merton Council's visions and missions, including adopting a "One Team" approach and contributing to Merton Council's ambition to become London's Best Council
- 3.3. Tackle poor performance positively and effectively utilising the Council's established policies and procedures
- 3.4. To ensure that all staff in the section are aware of and follow corporate and departmental health and safety policies and procedures

4. Commissioning, Contracts and Relationship Management

- 4.1. To provide to customers / clients, Councillors and stakeholders the specified standard and level of service that is expected, managing and rectifying with any contractors or staff any shortfalls in performance or where potential improvements have been identified
- 4.2. To maintain a close working and effective partnership with a range of organisations, which have a vested interest with Wimbledon Park lake, including, but not limited to; Wimbledon Park Sailing Club, Orienteering Clubs, Wimbledon Park Angling club, Friends of Wimbledon Park, Wimbledon Park Bowling Club and the Bowls Pavilion Users, coordinating local leisure partnerships and acting as the first point of contact for all members of such groups

5. Management and Leadership

- 5.1. Fully and positively participate in the Council's performance appraisal scheme in order to develop and enhance personal and service performance
- 5.2. To ensure the team work towards and are up-to-date with council objectives and targets as allocated

6. Equalities

- 6.1. Implementation of the Council's diversity and equal opportunities policies and its statutory responsibility with regard to other individuals and service delivery



	Date	Name
1. Date drawn up		
2. Given to Post holder		
3. Confirmed by Line Manager		
4. Evaluated		

Employee Signature:		Date:	
Manager Signature:		Date:	



LONDON BOROUGH OF MERTON
ENVIRONMENT and REGENERATION DEPARTMENT
PERSON SPECIFICATION

POST TITLE: Watersports Centre Manager

Grade: ME14

Date: April 2022

Criteria	
Knowledge	
1.	Understanding of the legislation relating to watersports, children’s leisure, sports, health & physical activities and how this is put into practice.
2.	Understanding and commitment to continuing education in formal and information situations.
3.	Knowledge of external funding opportunities, grants, sponsorship, etc.
4.	Knowledge of the current sports and coaching environment, including relevant qualifications.
5.	Knowledge of safeguarding, equalities and health and safety issues
Skills/Aptitude	
6.	Excellent communication skills to enable effective dialogue with schools, pupils, parents, staff and visitors.
7.	Demonstrable ability and skills to run sessions that do not have an independent governing body such as improved raft building.
8.	Excellent reasoning, analytical and decision making skills.
9.	Self-motivated and able to deliver successfully to multiple, competing deadlines.
10.	The proven ability to lead by example, motivate a team and achieve results through people.
11,	Tactful and discreet, whilst mindful of observing Safeguarding and professional standards.
12.	Demonstrates a high level of customer care and a “can do attitude” to getting things done.
13.	Has a progressive vision of the sport and of coaching in a successful and dynamic environment.
14.	Dedicated team player who strives for excellence and leads by example.

Experience/Training	
15.	RYA trained to (or willingness to work towards) a minimum of an RYA Senior Sailing Instructor, RYA Powerboat instructor, RYA First Aid Instructor and to hold the RYA Welfare Officer qualification.
16.	To have (or willing to work towards, a British Canoe Union (BCU) level 2 coach award (or equivalent).
17.	To have (or willing to work towards) gaining the RYA Coach Assessor Qualification to allow for on-site training of staff.
18.	Previous experience of leading and implementing leisure, sports, health & physical activity development programmes within a performance or participation setting.
19.	Experience of working with customers and stakeholders to improve service outcomes.
20.	Degree or equivalent qualification.
21.	Previous experience of recruiting, inducting, training and managing staff and volunteers.
22.	A proven track record of communicating effectively with a wide range of stakeholders and audiences whilst developing positive relationships.
23.	Ability to manage cost centres, formulate external fund-raising applications and develop projects in a cost effective manner.
24.	Experience of monitoring performance indicators and benchmarking.
Special requirements	
25.	Ability and willingness to work flexible shift patterns, including weekends, Bank Holidays and evenings where required.
26.	To be physically fit and able to manoeuvre / carry / launch / rescue all boats and other equipment.
27.	To hold a current driving license and be willing to provide own car for use at work if needed.
28.	An enhanced DBS check will be required for this post.