

GREAT AYCLIFFE TOWN COUNCIL



CANDIDATE PACK

Post	Sports Complex Manager (Full-time)
Post Number	LM 01
Closing Date	12 Noon – Thursday, 19 March 2020
Interviews	Thursday, 2 April 2020

Introduction to Great Aycliffe

The Parish of Great Aycliffe comprises the town of Newton Aycliffe and the villages of Aycliffe and School Aycliffe and is the oldest New Town in the North East. The population of Great Aycliffe is approximately 26,633 (Census data 2011) and is projected to grow over the next few years.

Great Aycliffe is a vibrant community, set in an attractive semi-rural setting. It is bounded on all sides with open countryside and the area administered by the Town Council contains many attractive green spaces.

There are a great many walking routes, with a number of public rights of way and bridleways giving easy access to extensive areas of green spaces, nature areas and local wildlife areas. Many of the main thoroughfares have tree lined avenues which enhance the green feel of the town.

Throughout the late nineteenth and early twentieth centuries, the mining industry dominated Durham. During World War II, the Government established an ordnance factory near to Aycliffe Village, to supply munitions to the services. The workforce, mainly women, became known as the 'Aycliffe Angels' or the 'canaries' so called because the chemicals used in shells turned their hands and skin yellow.

After the war, Aycliffe became the site of a New Town, planned to provide good quality homes near to Aycliffe Industrial Estate. Under the guidance and control of the Aycliffe Development Corporation, the Town flourished and has grown to be part of the Great Aycliffe settlement.

Schools in the area are generally good and are increasingly linked to the higher education network. The investment and building of a University Technological College on the Business Park has enable young people from the area to have a choice of educational and vocational routes with excellent prospects for employment in nearby facilities.

It has excellent connectivity within and around the town with the A1(M) to the east and the Bishop Auckland to Darlington rail line running through the western side of the town and Business Park with two stations serving the Parish.

Aycliffe Business Park has grown beyond its original 'industrial' title to become the largest business park in the North East, attracting a wide range of international, national and local companies to its premises. The Aycliffe Business Park is home to around 500 companies and around 10,000 employees and continues to expand with a mixed-use retail development and trade park anticipated to commence work in 2019 subject to planning approval.

There is a strong community feel with a wide range of community facilities, voluntary groups, clubs and societies active in the area. A large range of play and leisure facilities are provided by Great Aycliffe Town Council and Durham County Council across the Parish with something for everyone.

Housing conditions are generally above average. Significant levels of new house building means that Aycliffe can offer a wide choice of starter, family and executive homes to new residents coming to the area.

However, parts of Great Aycliffe are ranked within the poorest 20% of deprived areas nationally. As a 'new town' Newton Aycliffe has a higher than average ageing population. Social housing in the Great Aycliffe area is mainly provided by Livin a 'not for profit' housing association, as well as a number of other registered social and private landlords and private houses.

The Town Centre has a mix of individual retail outlets and chain stores, with individual retail outlets in neighbourhood areas. The redevelopment of the town centre commenced in January 2009. A wider range of shopping facilities is available in Darlington, Bishop Auckland and Durham.

As with much of the North East, the highly attractive environment can, however, serve to mask some of the problems inherent in the area. The North East is continuing its transformation from an economy traditionally based on heavy engineering and manufacturing, with a lower skills base, towards the more modern, higher skilled mixed economy visualised in the regional economic strategy. The planned expansion for Aycliffe Business Park and the investment by Hitachi Rail Europe is assisting Aycliffe to have higher aspirations for the Town.

Services Provided by Great Aycliffe Town Council:

- ✓ Manage 9 parks, all with play equipment:

Town Park	West Park
Moore Lane Park	Aycliffe Village
Simpasture Park	Byerley Park
St Oswald's Park	Woodham Park
Horndale Park	
- ✓ Provide additional play areas at Scott Place, School Aycliffe, Cobblers Hall Play Area and the Oak Leaf Sport Complex. Plus four Multi Use Games Areas, a BMX Track, a Scoot Track and a Skate Park
- ✓ Provide 5 football pitches, Mini-soccer and six-a-side pitches
- ✓ Run the Oak Leaf Sports Complex - indoor bowls, sports hall, squash courts, bar and catering, children's holidays courses, indoor/outdoor sports activities
- ✓ Run the Oak Leaf Golf Complex – 18 hole golf course and an 18 bay floodlit driving range and practice putting area
- ✓ Manage Stephenson Way Cemetery and West Cemetery and provide grounds maintenance and burial service at St Andrew's Churchyard
- ✓ Run St Oswald's pre-school play setting with a 'good' Ofsted rating and Tot's in the Park
- ✓ Provide and manage a wide range of special community events – Firework Display, Fun-in-the-Parks, Santa Tours, Senior Citizens' Excursions and Christmas Lights
- ✓ Assist and support other event organisers – 10k race, 3k Fun Run, Remembrance Parade, Junior Cross Country, Annual Indoor Bowls Competition and Community Enhancement Awards
- ✓ Provide a range of civic events
- ✓ Provide and continue to maintain Aycliffe Angels Memorial Garden
- ✓ Maintenance of war memorial and flagpole
- ✓ Provide 212 allotment plots in 5 different locations. 2 allotment sites with pigeon or poultry facilities
- ✓ 3 Bee keeping plots
- ✓ Provide an environmental centre at Moore Lane
- ✓ Encourage interest in the environment of Great Aycliffe through the Works and Environment Manager and his team who work with the community and schools
- ✓ Employ a Town Pride Team
- ✓ Crime prevention – the Town Council employs a team of Park Patrol Operatives
- ✓ Provide public seats in many locations
- ✓ Provide bus shelters with litter bins (not the ones with adverts)
- ✓ Grounds maintenance and environmental management at:

North Agnew Plantation	Cobbler's Hall Plantation
Woodham Burn	Simpasture Railway Walk
Great Aycliffe Way	Millfields/Bickford Terrace
Butterfly Meadow at Rail Halt	The area known as Seven Hills
School Aycliffe Wetlands	Byerley Park Nature area
Aycliffe Village Greens – custodians and maintenance	
- ✓ Assist Aycliffe Youth Council
- ✓ Provide a lorry park
- ✓ Encourage Community Empowerment through the Customer Panel, Consultation and Open Days
- ✓ Provide small grants to local voluntary organisations
- ✓ Developing and updating the Great Aycliffe Neighbourhood Plan
- ✓ Comment on planning applications



The Oak Leaf Sports Complex is, a family friendly facility, open 6 days each week from 9am until 11pm and 9am until 10.30pm on Sunday. We provide facilities for the following sports: five-a-side football, badminton and table tennis. The Complex also provides the Town's only squash courts and indoor bowls facility.

The bar/catering function provides an excellent facility and a range of reasonably priced meals. The multi purpose function room can cater for 60 users and is able to provide an excellent venue for a number of work and leisure activities such as private functions, meetings/conferences, birthday parties, bridge and exercise classes.

The bar opening hours are:

11.30 am till 11.00 pm Monday to Saturday and
12 noon till 10.30 pm Sunday

The mission statement for the Oak Leaf Sports Complex is:

**TO SUPPORT AND IMPROVE THE HEALTH, WELL BEING AND QUALITY OF LIFE
THROUGH SPORT AND RECREATION**

The key to our success will be to: -

- ✓ **Provide continual improvements to our services**
- ✓ **Continue to be customer focused**
- ✓ **Stay firm and strong in difficult economic conditions**
- ✓ **Strengthen our position within the local community**
- ✓ **Engage the local community in our development**

This will lead the way forward to provide access and opportunity for all who are interested in sport and health.

OUR AIMS

- To provide value for money activities and facilities for all users of the facility.
- To provide a professional and friendly service.
- To increase wider participation in physical activity
- To nurture talented athletes within available resources
- To provide the opportunity to improve the health and well-being.
- To encourage young people's participation in sport.

- To provide clean, safe and attractive facilities.
- To operate sound and consistent business practices.
- To provide a positive working environment for our employees.

OUR OBJECTIVES

- To increase community participation in physical activity.
- To maintain or improve customer satisfaction to a high level.
- To participate in sports development initiatives.
- To reduce the cost of running the service, whilst maintaining high standards.
- To maintain staff satisfaction.

STAFF STRUCTURE

Head of Leisure and Events

Sports Complex Manager

Duty Manager (x3)

Administration Assistant

Cook (x2)

Bar Assistants (x6)

Maintenance Operative

Receptionists (x4)

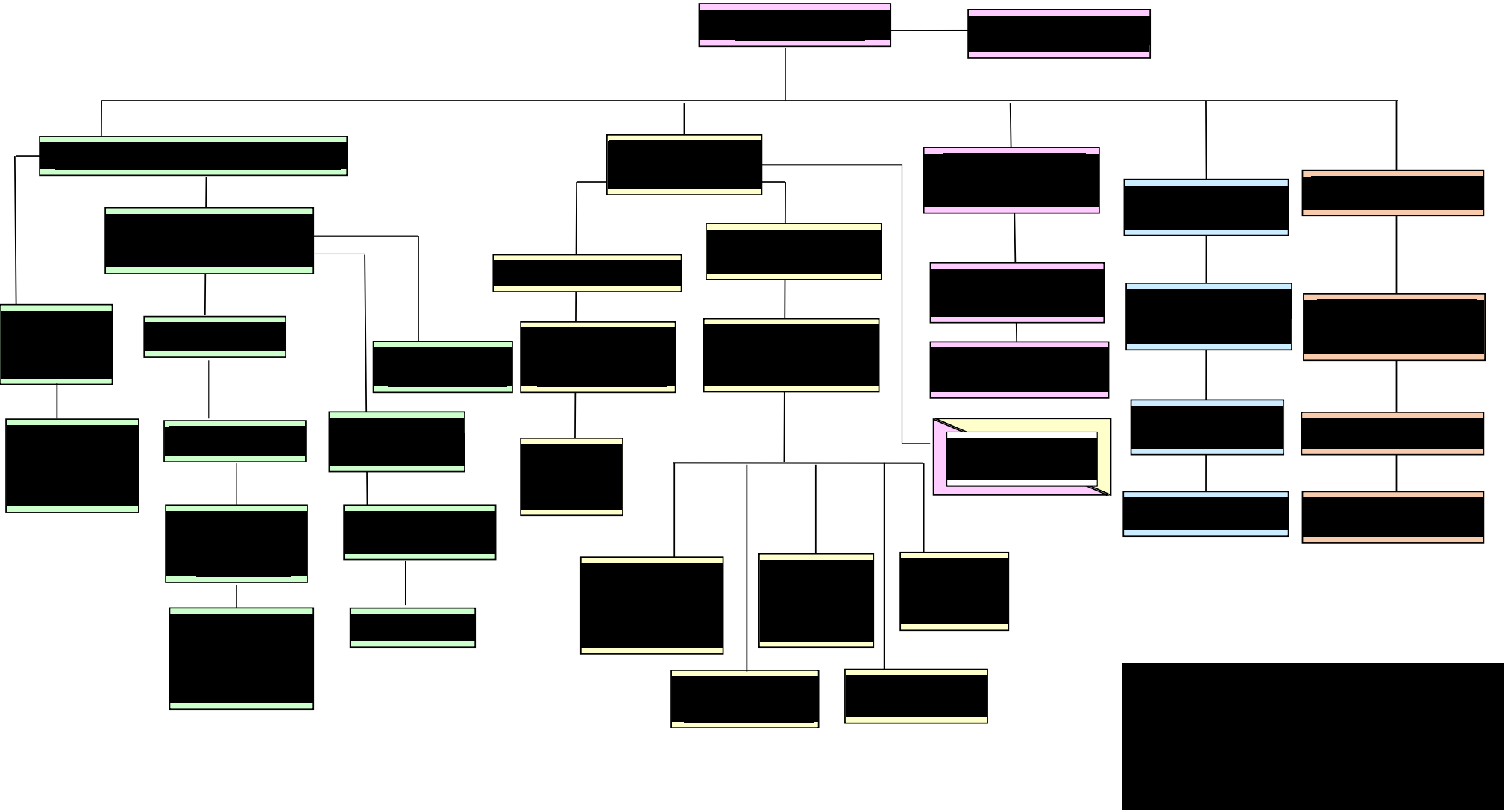
Sports Attendants (x3)

Cleaners (x3)

Sports Coaches (x1)

Casual Pool (x5)

[Redacted Title]





Oak Leaf Sports Complex

Sports Complex Manager

**(Salary Point 24 - 27 (Bar at Point 25) £27,905 - £28,785)
37 hours**

Do you want to work in a small friendly environment? Are enthusiastic and full of ideas? We have a permanent, full-time vacancy for a Sports Complex Manager at the Oak Leaf Sports Complex. This post will involve a range of duties to assist in the provision of an effective and high-quality leisure service.

Applications are invited for the above post which leads the team within the Oak Leaf Sports Complex.

The candidate should ideally hold a recognised Leisure Management qualification.

The post holder will work weekdays, with occasional evenings and weekends.

For further details or an informal discussion about the post, please contact the Head of Leisure and Events, Judith Thexton on 01325 300600 or by email at judith.thexton@great-aycliffe.gov.uk

PLEASE NOTE CV **WILL NOT BE ACCEPTED** FOR THIS POST you must complete an application form

Closing Date - 12 Noon - Thursday, 19 March 2020

Interviews to be held: – Thursday, 2 April 2020

Application packs can be obtained by telephoning 01325 300700, e-mailing: info@great-aycliffe.gov.uk, or from the Council website: www.great-aycliffe.gov.uk

Guidance Notes for the Application Process

Thank you for showing an interest in the vacancy we advertised.

Please make every effort to complete all sections. Do not send us a CV (career summary) **as we will not be able to consider it. When filling in the application form, type or write clearly in black ink.** This helps us with photocopying. In exceptional circumstances if you are unable to complete an application form a CV will be accepted. This must be agreed with the Town Clerk.

In the interests of economy, receipt of your application will not be acknowledged unless you enclose a stamped addressed envelope or an e-mail address.

If you have not been contacted with regard to your application within four days of the stated closing date, please assume that it has been unsuccessful.

Please check the cost of postage as some applications weigh more than the usual first or second class postage prices.

Applications should be sent to:

Great Aycliffe Town Council
Council Offices,
School Aycliffe Lane
Newton Aycliffe,
Co. Durham.
DL5 6QF

Applications can be e-mailed to info@great-aycliffe.gov.uk these can be signed at the interview.

Recruitment Timetable

The selection process will involve an interview which will take place at the Council Offices, School Aycliffe Lane, Newton Aycliffe with a Panel of Elected Members and the Leisure Manager. Only short listed applicants will be notified by letter.

The timetable is as follows

Closing Date **12 Noon – Thursday, 19 March 2020**

Short listing **Friday, 20 March 2020**

Interviews **Thursday, 2 April 2020**

If you have any queries on any aspect of the appointment process, or require additional information or merely wish to have an informal and confidential discussion, please contact Judith Thexton on 01325 300600 or email judith.thexton@great-aycliffe.gov.uk

For further information about Great Aycliffe Town Council, please visit the council's website at www.great-aycliffe.gov.uk

When we are recruiting our new employees we use the following documents:

Job Description

Person Specification

Application Form

**GREAT AYCLIFFE TOWN COUNCIL
JOB DESCRIPTION**

Job Description	Sports Complex Manager
Responsible to:	Head of Leisure and Events
Responsible for:	Employees in the Council's Sports Complex.
Salary:	Scale Point 24 - 27 Salary Bar at 25

Job Purpose

To manage the facilities in the Council's Sports Complex. To organise, supervise and manage special events within the sports complex and sports courses as defined by the Council. To contribute to the development and achievement of the Council's corporate strategic aims and targets.

To act as the 'designated premises supervisor' for the Premises Licence.

MAIN DUTIES AND RESPONSIBILITIES

Management and Supervision

1. Ensure that the Oak Leaf Sports Complex is managed in accordance with the strategies, policies, objectives, and targets agreed by the Council.
2. Submit for approval, implement and deliver a programme of activities within the Oak Leaf Sports Complex.
3. Organise, manage and supervise special events programmes within the sports complex as agreed by the Council.
4. Assist with the production of an annual capital investment and maintenance plan in line with the Council's Asset Management Plan, for the Oak Leaf Sports Complex and ensure that the facilities are maintained in accordance with legislation and good practice.
5. Plan and supervise the Oak Leaf Sports Complex workload and ensure targets/deadlines are met.
6. Undertake a Duty Management role within the rota in the case of sickness absence / holidays / emergencies.
7. Undertake the day-to-day management of staff.
8. Undertake annual employee development reviews.
9. Conduct return-to-work interviews of employees following sickness absence and make recommendations for appropriate action to the Head of Leisure and Events.
10. Ensure that effective communication is maintained with employees.
11. Liaise with other officers and sections.

12. Represent the Council on working groups, committees and external bodies, as required.
13. Attend the Complex, when required, on an emergency basis as a 'nominated key holder'.

Performance Management

14. Complete an annual service plan and review of the Oak Leaf Sport Complex.
15. Contribute to the establishment of performance indicators and targets for the Oak Leaf Sports Complex and sports courses.
16. Monitor performance against those targets, prepare statistics and reports and to present these on a regular basis.
17. Monitor the performance of employees for whom the post holder has responsibility and to ensure that any downturn in performance is identified and reported to the Town Council and that prompt action is taken to remedy the situation including instigating capability measures.

Equipment / Stock

18. Ensure the security of all equipment used in the Oak Leaf Sports Complex is adequate.
19. Maintain appropriate inventories of stock and equipment.
20. Ensure the ordering and use of equipment / stock / materials used in the Oak Leaf Sports Complex is undertaken in accordance with the rules, regulations and protocols of the Council.
21. Ensure an effective system of stock control is maintained for bar, catering and sundry items.

Health and Safety

22. Fulfil the requirements of the Council's Health and Safety Policy.
23. Have overall management and health and safety responsibility for the Oak Leaf Sports Complex.
24. Ensure a safe working environment for yourself, members of your team, members of the public and others who may be affected by your team's activities.
25. Be responsible for your own health and safety.

Budgets

26. To manage the expenditure and income on the budgets in line with the Council's budgetary procedures and report to Recreation Committee.
27. Assist the Head of Leisure and Events with the preparation of estimates for consideration by the Council in relation to the services and activities and events provided in the Oak Leaf Sports Complex.

Golf

28. Support the Golf Administrator in regard to ordering of consumables, cleaning, general building maintenance and problems relating to the computerised till system.

General

29. Review and develop the programme of activities available within the facilities.
30. To produce and implement an annual marketing and promotional plan.
31. Preparation and presentation of reports to the Council its committees, sub-committees and working groups.
32. Ensure training needs identified by employees are forwarded to the Head of Leisure and Events.
33. Ensure that detailed staff training programmes are in place with regard to the minimum requirements and personal development requests.
34. Liaise with other leisure providers, local authorities, and voluntary groups.
35. Investigate sponsorship opportunities.
36. Be aware of and understand the Council's Equal Opportunities Policy and ensure at all times that the duties of the post are carried out in accordance with the policy.
37. Be aware of all the requirements under the General Data Protection Regulations ensuring that any personal data is stored securely, not shared and not kept any longer than necessary.
38. Adhere to all council policies and procedures.
39. Maintain strict confidentiality at all times in relation to all aspects of the role.
40. Adopt a flexible approach to the duties of the post and to undertake such other work as may be required by the Council.

Please note that the responsibilities outlined above cannot totally encompass or define all tasks which may be required of the post holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or the level of responsibility or grade.

**GREAT AYCLIFFE TOWN COUNCIL
PERSON SPECIFICATION
Sports Complex Manager**

	Essential	Desirable	How Tested
QUALIFICATIONS	<ul style="list-style-type: none"> ➤ Minimum of 4 GCSE or equivalent must include Maths and English. ➤ A suitable leisure or management related qualification eg. CMS, HND, or equivalent. 	<ul style="list-style-type: none"> ➤ Relevant degree. ➤ NVQ Level 2 (or equivalent) Customer care certificate. ➤ NVQ Level 2 (or equivalent) Health & Safety qualification. ➤ A qualification from a professional body ➤ First Aid Certificate. 	<p>Application form</p> <p>Original certificates</p>
EXPERIENCE	<ul style="list-style-type: none"> ➤ Minimum of 3 years supervisory/Duty Officer experience in a busy leisure complex. ➤ Budget management. ➤ Developing and managing multi-disciplinary teams. ➤ Writing and presenting reports. ➤ Analysing data. ➤ Experience of developing, implementing and managing a value for money approach. 	<ul style="list-style-type: none"> ➤ Service plan production and management. ➤ Proven track record of customer focussed service delivery. ➤ Delivering special events. ➤ Effective IT skills. ➤ Inspection regimes. ➤ Operating computerised booking systems. ➤ Sports development ➤ Responsibility for Health & Safety. 	<p>Application Form</p> <p>Interview</p>
KNOWLEDGE	<ul style="list-style-type: none"> ➤ Understanding the importance of employee development. ➤ Understanding the importance of performance management. ➤ Understanding the importance or risk management. 	<ul style="list-style-type: none"> ➤ Understanding of the social, political and economic context of the sport and leisure sector. ➤ Asset Management. ➤ Stock control. ➤ Political sensitivity and awareness. 	<p>Application Form</p> <p>Interview</p>

<p>SKILLS</p>	<ul style="list-style-type: none"> ➤ Effective people management skills. ➤ Able to motivate self and other team members. ➤ Ability to prepare and present clear and concise reports. 	<ul style="list-style-type: none"> ➤ Event management. ➤ Ability to influence others. 	<p>Application Form</p> <p>Interview</p>
<p>PERSONAL ATTRIBUTES</p>	<p>Ability to use own initiative and work with the minimum supervision</p> <p>Common sense approach to management</p> <p>Effective team player</p> <p>Self-disciplined</p> <p>Enthusiastic, positive and flexible approach to work, including working at weekends and evenings</p> <p>Strong communication skills – verbal and written</p> <p>Achievement orientated</p> <p>Resilient – able to work and remain calm under pressure</p> <p>Customer focussed</p>		<p>Application Form</p> <p>Interview</p>