



JOB DESCRIPTION – BUSINESS DEVELOPMENT MANAGER

Job Purpose Statement:

To work closely with the pool manager, members of staff and trustees to provide additional management and business development capacity during the first 12 months of operation of the new centre. To promote and develop use of the new multi-function room and café as the pool reopens and builds back its customer base.

To work within the policies set by the Trustee Committee including the Normal Operating Policy, Emergency Action Plan, and all other policies as issued by and amended by the Committee and in accordance with relevant statutory legislation and guidelines.

Scope of Job:

- This is a new short term post, 20 hours per week. Its continuation reviewed after 12 months of employment.
- The post holder will take a lead in identifying new activities and people interested in using the multi-function room and café) as well as helping the pool manager/members of staff in developing additional activities connected with the pool programme.
- The post holder will work with paid and volunteer staff to implement the necessary administrative and support systems.
- The post holder will report to trustees through the appropriate trustee sub group.
- The post holder will carry out their part time hours flexibly and agree their part time hours with the pool manager and adjust them to fit in with their job responsibilities.

Key Accountabilities:

- The post holder will take main responsibility for developing community contacts and bringing in new users to the dryside facilities (multi-function room and café).
- Working with the pool manager and relevant trustees to raise awareness and establish contact through social media, publicity and personal contact with organisations, groups and individuals in the local area to identify potential users of activities in the new space (multi-function room/café) and identify potential users who wish to hire these new spaces.
- Maintain an overview of the day to day operation of the new dryside facilities (multi-function room/café) and taking responsibility for ensuring it is running effectively.
- Work with the pool manager and members of staff to establish the potential for joint activities between the Pool based activities and the dryside areas (multi-function room/café).
- Work with the pool manager to identify and develop roles for paid staff and volunteers in the administration of the new building.
- Identify potential volunteers to work in all areas of the operation and set up a system of support, training and monitoring for all volunteer posts.
- Establish clear record keeping and admin procedures for the new spaces and ensure they are implemented by staff and volunteers.
- Working with the pool manager and administrator to establish a timetabling system and costings for all the dryside spaces (multi-function room/café) which reflect the local market prices.
- Work closely with the pool manager and trustees to achieve the essential income targets for the new spaces (multi-function room/café).
- When appropriate of work as a member of the wider centre staff group in helping customers, working on reception duties as required, explaining procedures to them, keeping records and undertaking safety checks as required.



- Be a first responder to all incidents / emergencies, including evacuations, first aid incidents throughout the Centre and ensure all accidents are dealt with appropriately.
- Have a thorough knowledge of the programme and ensure all facilities meet high hygiene standards and are fit for purpose in good time to meet customer expectations

Knowledge for this post. Essential (e) Desirable (d)

- Experience of Leisure Services (d)
- The ability to work as a Team and to have a flexible and hands on approach to working(e)
- Developing administrative systems and working with income targets.(e)
- Management experience, management qualification (d)
- This role is public facing, therefore, good communication skills are essential and evidence of working with members of the public. (e)
- Have strong organisational skills and an ability to organise a diverse workload. (e)
- Experience working as a volunteer or working with volunteers (d)
- Experience of networking and working within communities,(d).

Specialist Knowledge:

First Aid Qualification

Functional Knowledge:

The role is subject to a satisfactory enhanced DBS check.

Understanding of the operational standards for Leisure Centres, as promoted by CIMSPA.

SASP Specific Knowledge:

Understanding and adherence of Settle Area Swimming Pool's policies and procedures, values and behaviours.

Understanding and use of internal systems such as our booking system, ClubRight.