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Centre Manager

Recruitment pack

COACH



THE
SPORTS
TRUST



About The Sports Trust

The Sports Trust is a registered charity which was set up in 2013. The charity works in schools, sports clubs and in the local community to provide the best opportunities for people of all ages and abilities to be physically active.

In schools, The Sports Trust delivers a comprehensive timetable of coaching and competitions to every school in the Folkestone & Hythe district to inspire and encourage young people to build a life-long love for sport. The Sports Trust's team work with teachers and staff to embed physical activity within the culture of every school, while also upskilling teachers to feel more confident in coaching sport & physical education.

In sports clubs, The Sports Trust looks to support clubs with funding applications, training, qualifications and guidance. We support clubs with marketing initiatives which aim to drive participation and we'll support talented athletes to reach the highest level of competition via our ambassador programme.

In the community, the charity aims to break down barriers to participation, especially for under-represented groups, including women, people aged 50+, those living with a mental health condition or for those whom English is a second language. We work collaboratively with strategic partners to create safe and inclusive environments for people to move more and meet like-minded people.

The Sports Trust is proud to operate three impressive and inspirational sporting facilities: Folkestone 51, Three Hills Sports Park and Folkestone Sea Sports, with the aim of creating safe and inclusive environments for people to love sport and exercise, whatever their motivation may be.



Job Profile

Job title: F51 Centre Manager

Contract type: Permanent

Working pattern: 37.5 hours across 7 days

Salary: £32,000 - £38,000 (DOE) with the potential for performance based bonuses

Location: F51 Sports Park, Tontine Street, Folkestone, CT20 1SD

Main objective:

The role exists to oversee the day-to-day operations of F51 Urban Sports Park and provide seasonal support for the SeaSports Centre. Ensuring the delivery of commercial targets for the venue's sustainability and leading a well-structured team to provide a first-class, customer-focused experience.

Key Outputs

- Venues operates seamlessly on a day-to-day basis in alignment with the core values of The Sports Trust.
- Venues meets and exceeds its financial goals ensuring sustainability.
- A well trained, motivated and collaborative team delivering an exceptional customer service experience.
- Well planned and executed events and programmes that enhance customer engagement and satisfaction.
- Venue facilities are clean, safe and in excellent condition.
- Stock levels, including food and beverage and equipment are effectively managed to meet operational needs without overstocking or shortages.
- Positive relationships with the local community, stakeholders and partners.
- Risks are proactively identified and mitigated, ensuring a safe environment for all.
- Successful execution and management of music events and parties, enhancing the venues community engagement and reputation.
- Staff rotas are accurately created, and payroll supplied with precise information every month.
- Comprehensive reporting of key metrics using multiple software platforms.



Key Responsibilities

- Manage income and expenditure to meet business case budgets. Develop an oversee the business plan and financial forecasting.
- Monitor occupancy levels and identify opportunities to drive additional business income.
- Explore partnership income with like-minded brands and businesses.
- Set measurable operational targets for the team aligned with commercial costs and charitable objectives.
- Conduct weekly catchups with every team member to ensure alignment and support.
- Effective management of training and development budget, ensuring team members have required certifications.
- Create and manage accurate staff rotas aligned with operational needs and ensure Payroll is supplied with accurate information.
- Monitor and adjust schedules to optimise staff coverage and efficiency taking into account of seasonality.
- Maintain and update the online booking system weekly for improved customer journey.
- Ensure health and safety compliance across all areas, addressing issues promptly.
- Plan and manage music events and parties, ensuring compliance with regulations and overseeing logistics.
- Collaborate with marketing to promote events and activities to maximise attendance, gathering feedback for continuous improvement.
- Handle customer enquiries, feedback and complaints professionally.
- Implement programmes and services that enhance customer satisfaction and engagement.
- Build and maintain relationships with local community, stakeholders and partners.
- Identify and foster partnerships that align with The Sports Trust mission and values.
- Provide timely and comprehensive management reports to include financial sustainability and customer experience metrics.
- Oversee the effective management of stock, including food and beverage items and equipment, ensuring accurate record-keeping and timely orders to maintain optimal stock level.
- Ensure proper storage, handling and compliance with health and safety regulations.

Role Specific Competencies

Financial Acumen	Strong understanding of financial management, budgeting and forecasting.
Leadership & Team Management	Ability to lead, motivate and manage a diverse team to achieve operational and customer service excellence.
Customer Service Orientation	Commitment to delivering an exceptional customer experience.
Operational Efficiency	Ability to deliver and maintain high operational standards and efficiencies.
Community & Partnership Engagement	Capability to build and maintain strong relationships with the local community and external partners.
Effective Communication & Reporting	Strong communication skills for reporting and maintaining open dialogue with the board and other stakeholders.





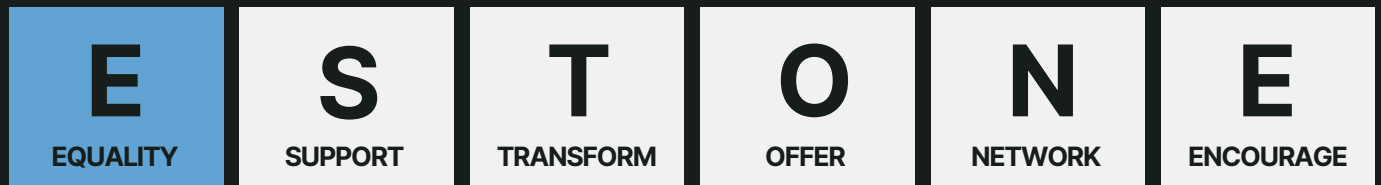
Living our Values at The Sports Trust

We, as The Sports Trust, live and perform to our mission and values in all the work we undertake for the community.

Our Values



Our Charity Pillars



Background

Qualifications, Skills, Experience

	Essential	Desirable
Proven experience in a managerial role, preferably in a sports or recreational facility.	✓	
Demonstrated success in achieving commercial targets and managing budgets.	✓	
Experience in team leadership and staff development.	✓	
Experience in customer service and handling customer feedback.	✓	
Experience in operational management, including health and safety compliance.	✓	
Strong understanding of financial management, budgeting, and forecasting.	✓	
Ability to manage income and expenditure effectively and develop comprehensive business plans.	✓	
Proven ability to lead, motivate, and manage a diverse team.	✓	
Adept at problem solving and conflict resolution.	✓	
Fosters a collaborative and positive work environment and delegates tasks effectively.	✓	
Ability to ensure smooth and efficient day-to-day operations of a sports or recreational facility.	✓	
Maintains facility standards and updates online booking systems regularly.	✓	
Strong communication skills for reporting and maintaining open dialogue with the board and other stakeholders.	✓	
Experience in community engagement and building partnerships.		✓
Experience in event planning and program management.		✓



How to apply

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please reach out to us at support@thesportstrust.org

To apply, please apply either through Indeed or email support@thesportstrust.org

with:

- your CV
- a cover letter which details why you are the right person for this role and how you meet the person specification (no more than two sides of A4)