



JOB DESCRIPTION

JOB TITLE: Leisure Manager

DEPARTMENT: Leisure

RESPONSIBLE TO: General Manager

RESPONSIBLE FOR: Leisure Assistants

PRIMARY PURPOSE OF JOB:

To ensure the smooth running and safety of the Leisure Club and its customers/staff at all times. To ensure that customer service, cleanliness and due diligence for health and safety is outstanding so that the customer returns time and time again.

Summary of Duties and Responsibilities

1. Develop and implements departmental strategies and action plans which support the Hotel purpose and address short, mid and long term business opportunities and incorporate objectives that are Specific, Measurable, Achievable, Results orientated and Time related which move the department forward.
2. Assist in writing the Leisure budget with the GM and focus on actions to influence standards and profitability, with accountability success criteria and time scales clearly stated
3. To analyse actual department performance against budget and last year. and create a plan to improve any deviations
4. To carry out monthly stock takes
5. To maintain maximum memberships of 1000+ by personally developing, maintaining and building on positive relations with all clients and suppliers finding out about who your customers are so we can offer the best customer service.
6. To attend Operations, HOD'S and profit and loss meetings
7. To be involved in the creating and following through of the sales strategy for the club in conjunction with the GM.
8. To ensure good cost control is carried out in the department
9. To produce reports on leisure memberships on sales; renewals; membership totals
10. To deal with all Harlands issues, membership payments and tracking as per hotel procedures
11. To track leisure promotions and put together annual benefit packs for leisure members
12. Deal with all written complaints to the club solve its /incidents and accidents
13. Responsible for soliciting feedback from expired members and putting into a documented format for the GM on a monthly basis
14. Promoting and increasing sales of all items related to the club/merchandise
15. Incentive scheme to be implemented and tracked for team
16. Co – ordinate all ordering of items needed within the club

17. Prepare weekly rotas and ensure payroll is within budget %
18. To ensure time sheets are completed and given to accounts each week.
19. To organise leisure members social events in conjunction with Leisure Manager, ie quizzes, Halloween, Christmas, Easter, and Monthly coffee forums etc.
20. Ensure Leisure Club notice boards are kept up to date.
21. To maintain exemplary standards of cleanliness in the leisure club including day to day, weekly, monthly and periodic cleaning
22. Remains alert to potential threats to health, safety and hygiene of employees and guests. Particular emphasis on changes in legislation, IHG audit requirements, fire prevention, swimming pool/spa hygiene standards and testing, fitness testing and participation in regular training in fire awareness, evacuation and emergency procedures.
23. Ensure Leisure department is effectively staffed, motivated and trained to deliver consistently high levels of guest service.
24. To demonstrate a participative management style which promotes effective development, appraisals use of subordinates through timely review of individual performance, the drawing up and monitoring of Personal Business Objectives and calculating added value / profit return against time and resources invested.
25. Recruitment and selection and, training, training records of all new starters in line with HR procedures, and Leisure SOP manual, ensuring this is kept up to date.
26. To support, mentor, job chat, appraise and set appropriate SMART objectives and targets for the team and review on a quarterly basis.
27. Co ordinate first aid, H+ S and pool rescue training, manual handling, COSHH
28. To hold bi monthly team meetings.
29. To carry out late and early duty manager shifts where needed
30. To comply with and act in accordance with all Company fire regulations and to adhere to the Company's fire policy.
31. To act in accordance with all Health and Safety and hygiene regulations and to adhere to the Company's Health & Safety Policy.
32. To attend all statutory training as & when requested.

This JOB DESCRIPTION is not exhaustive; therefore the job holder may be required, from time to time, to carry out tasks as & when requested by Management.