



Operations Manager – North
JOB DESCRIPTION

Job Description

Post Title: Operations Manager – North

Responsible to: National Operations Manager

Hours: Full time 40 hours per week

Salary: £32,000 – £34,000 pa depending on experience

Location: Manchester/Leeds

Job Purpose:

SportWorks is seeking a dedicated and experienced Operations Manager – North to oversee and manage our operations in the North region. This role requires a strategic leader who can ensure the smooth execution of programmes, maintain high standards of service delivery, and foster strong relationships with local authorities and stakeholders.

Our Mission: About SportWorks

SportWorks is one of the fastest growing organisations in the UK sport/education sectors. Operating throughout England, we are proud of the impact our work has on physical and emotional activity and educational standards across the country. The Operations Manager role is key to our ambitious growth plan of positioning SportWorks as the leading community health and wellbeing provider in the UK.

Why the Role Exists

The Operations Manager is tasked with managing existing and implementing new contracts across our North provision and working with the Business Development and Operations teams to develop opportunities across the region. Due to increasing demand for our programmes and a desire to grow the organisation, SportWorks requires an ambitious and passionate individual who is driven to meet targets and work as part of an ever-growing team. Current areas of provision: North East, North West, Yorkshire

Main Duties

Key Responsibilities:

1. Operational Management:

- Oversee the day-to-day operations of all programmes in the north region.
- Ensure programmes are delivered to the highest standards and meet all contractual requirements.
- Monitor performance metrics and implement improvement plans as needed.

2. Team Leadership:

- Manage, mentor, and develop regional staff, ensuring they are motivated and equipped to perform their roles effectively.
- Conduct regular team meetings and training to review progress and address any issues.

3. Contract Management:

- Ensure all contracts are executed smoothly, meeting all obligations and deadlines.
- Build and maintain positive relationships with clients and stakeholders to ensure their satisfaction.

4. Customer Service:

- Oversee customer interactions, ensuring a high level of satisfaction.
- Handle any complaints or issues promptly and effectively.

5. Quality Assurance:

- Maintain and enhance the quality of service delivery across all programmes.
- Implement and monitor quality control measures to ensure consistent standards.

6. Local Authority Links:

- Foster strong relationships with local authorities and community organisations.
- Represent SportWorks at local meetings and events to promote our services.

7. Recruitment:

- Lead the recruitment process for the north region, attracting and retaining top talent.
- Ensure new hires are properly onboarded and integrated into the team.

8. Financial Management:

- Manage regional budgets, ensuring efficient use of resources.
- Monitor financial performance and implement corrective actions as needed.

9. Health & Safety:

- Ensure all programmes comply with health and safety regulations.
- Conduct regular risk assessments and implement safety measures.

10. Safeguarding:

- Ensure all staff are trained in safeguarding policies and procedures.
- Act as a safeguarding lead, addressing any concerns promptly.

11. Strategic Planning:

- Contribute to the development and implementation of the company's strategic plans.
- Identify opportunities for growth and expansion in the north region.

Competencies:

The following provides an overview of the technical and personal competencies required:

<i>Area</i>	<i>Technical Skill / Requirement</i>	<i>Competency</i>
Knowledge & Training	The successful candidate should be educated to a degree level in a relevant subject (desirable not essential) Hold experience within an operational management role. Experience of working within the community sport/health and well-being sector. Sports coaching, exercise instruction or health training knowledge is advantageous.	Outstanding knowledge community programmes, health and wellbeing. Understanding of local authority funding in the health and wellbeing sector. Knowledge of the 'sport for good' sector and the role sport plays in addressing a range of health/social outcomes Knowledge of how to conduct data analysis, monitoring and evaluation within the sport, health or wellbeing projects.
Aptitude and Skills	Operational management within a related industry. Recruitment and management of staff within a related industry. Demonstrate high levels of organisational, logistical and planning skills. Ability to contribute to work as part of a team, also being able to work independently and on own initiative. Effective communication skills.	Experience of working within a team, and also experience of working remotely. Experience of delivering excellent customer service to stakeholders and external partners. ICT and administration.

	Excellent time keeping skills	
Relevant Experience	A minimum of two years' experience of operational management within a related sector, including working with local authorities.	Experience of effectively line managing a large team. Experience of measuring impact and using relevant CRM systems.
Additional Requirements	Commitment to continuous professional development and willingness to undertake training where necessary. Ability to work efficiently on own initiative, under pressure and maintain a high standard of work. Confident with a high degree of motivation. Commitment to equal opportunities. A flexible attitude to working, willing to work evenings and weekends. Ability to travel independently.	Hard working - a mindset to do a job thoroughly Possesses the ambition and drive to overachieve against set targets High standards, not satisfied unless the service is outstanding Honesty; can be trusted to deliver high standards in an ethical and compliant way Efficiency; can work effectively within tight deadlines

Our Values:

Our values are not just about what we do, but also how we do things. They underpin the culture and beliefs of our organisation and foster a sense of pride in both working for, and with SportWorks.

- RESPECT
 - Fully listening
 - Tolerance for differing points of view
 - Treating everyone equally
 - Respect other people's time and expertise
 - Giving respect
 - challenging non respectful behaviours aligned to values
- AMBITION
 - To be innovative in what we do
 - Always want to progress
 - Evolve and challenge yourself and SportWorks
 - Promoting opportunity for all
 - Challenging others to improve
- LOYALTY
 - Continual, reliable and consistent
 - Active in best interest of the organisation
 - Demonstrating confidentiality
 - Proactively championing SportWorks
 - Endorsing and protecting Sport Works where appropriate
- PASSION:
 - Being inspirational
 - Showing enthusiasm and being engaged
 - Caring about what you do
 - Striving for excellence
- HONESTY
 - Being open to receive any feedback and provide constructive feedback
 - Leading by example to set standards and being accountable
 - Speak truthful, professionally and in alignment with SportWorks' values
 - Be sensitive and constructive when communicating within SportWorks