



<b>Job Title:</b>	Assistant Operations and Events Manager
<b>Responsible To:</b>	Deputy General Manager
<b>Direct Reports:</b>	Duty Managers
<b>Place of Work</b>	The role will initially be based at one venue, but the job holder may be expected to rotate either by task or by role at any other SCT venue.

---

### **Purpose of Job**

Drive excellence, safety and wellbeing through management and development of teams.

---

### **Job Summary**

- Provide strong operational and events leadership which drives the ICAN culture, service standards and productivity of venue teams
  - Manage performance of the Duty Management team to ensure successful delivery of operation and event objectives
  - Ensure a safe and quality experience, through service standards, which contributes to the retention of customer and enhancement of the Trust reputation
  - Assist the Deputy General Manager to effectively manage events and the community programme in line with the venue objectives
- 

### **Responsibilities**

- Embed the ICAN culture through the venue teams and challenge behaviour that conflicts with this
- Demonstrate behaviour which embraces Inclusion and diversity, ensuring that access and opportunities are available to all
- Lead and prioritise the supervision of venue day to day shifts for operational staff, maximising productivity to meet the demands of the business
- Provide necessary support for the effective completion of all venue checklists including Duty Manager, building patrols, equipment, operations training, security & building contents damage
- Support the General Manager in maximising income and controlling / minimising expenditure, encouraging teams to do the same
- Support with the preparation and delivery of the venue Health and Safety programme, provide competent health and safety advice and implementing appropriate corrective action where necessary
- Contribute to the operational management plans of the venue, including service improvement action plan, health and safety action plan and overall business plans

- Provide a flexible approach to day to day working patterns to assist operational staffing, working Duty Shifts to maintain operation
- Support with event planning, pricing, communication with Business Partners, Liaison with other SCT departments and production of riders.
- Manage business improvement steering groups to support and enhance the business
- Report on the venues' operational key performance indicators, attendance,
- Operate within company ethos, guidance and policies and ensure Team members do the same
- Ensure all quality standards are embedded throughout the venue in line with current Quality Assurance Schemes such as Quest and QLM Leisure safe
- Ensure equipment is maintained in good working order and that all faults are reported/repaired or quarantined promptly in line with current company policy and process.

---

## **Expected Behaviours & Traits**

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues

Ethical, with integrity – Operates with sound moral principles, through a broad knowledge of the wider environment. Displays strong integrity, honesty and builds trust easily

Inspiring – Approaches everything with energy, passion, empathy, and connection.

Driven – Extremely hard working, is compelled to accomplish goals individually and drives teams to do the same.

Sound Operator – Makes sound clear, sometimes multiple decisions in a clam and timely manner

Excellent Communicator – Articulates clearly and concisely, listens to others, and ensures that relevant information is shared across the organisation.

Motivated Is genuinely invested in the success of their team and organisation.

Self-aware understands that their behaviour and mood has an effect on others.

Compassionate Has a good understanding of their team and is compassionate and empathetic to those around them.