



## **JOB DESCRIPTION**

**Job Title:** National Indoor Arena Operations Manager

**Job Location:** Sport Ireland Campus

**Reports to:** Chief Operations Officer (COO)

### **BACKGROUND:**

Sport Ireland Facilities DAC is a subsidiary of Sport Ireland, with responsibility for the day-to-day management and operation of Morton Stadium and Sport Ireland Campus facilities including service delivery and maintenance of office accommodation for sports bodies based on the Campus.

The Campus provides world-class training facilities to support our top athletes in preparing for competition. As a secondary objective, it provides facilities and programmes targeting broader-based participation among NGBs, clubs, schools and the general public, where usage levels are increasing year on year. In 2019, almost half a million visits were made to the Sport Ireland National Indoor Arena, an increase of 12% compared to 2018. The guiding principles to govern access to facilities, including pricing strategy, must therefore strike a balance between:

- Priority access across the year for high performing athletes;
- Promotion of participation by communities to maximise the use of facilities;
- Users of facilities contribute to the running costs; and
- Minimising the level of subsidy.

Project Ireland 2040, the National Development Plan 2018-2027 reiterated the Government's commitment to the continued development of the Sport Ireland Campus. €42million in capital funding has been committed for the period 2018-2021, with Phase 2 of the National Indoor Arena, being the most recent addition, opening June 2019 and planning for the National Velodrome and Badminton Centre being the early priority from a sports policy perspective.

### **JOB PURPOSE:**

We are looking for an Operations Manager to join our Senior Management team. The Operations Manager will be required to manage and lead activities on the relevant sites achieving improvements in customers satisfaction and cost management. There will be a strong emphasis on planning, training and operational delivery.

Reporting to the COO, the role will be responsible for the following facilities on the Campus;

- Sport Ireland National Indoor Arena (including Athletics Training Centre, Gymnastics Training Centre, Training Courts and Covered Pitches)
- Morton Stadium
- Turf Pitches
- Campus Conference Centre
- National Horse Sport Arena
- National Cross-Country Track
- National Modern Pentathlon Centre
- NGB Office Accommodation for Special Olympics Ireland, Cycling Ireland, Triathlon Ireland and the Irish Rugby Football Union (IRFU)

Additional facilities may be added in the future as the Campus expands.

### **KEY RESPONSIBILITIES:**

The below contains the main outline of duties. However, it is inevitable that tasks may arise which may not fall within the remit of the above list of main duties. Employees are required to respond with a flexible approach when ad hoc tasks arise which are not specifically covered in their job description. Should an additional responsibility become a regular part of an employee's job, the Job Description will be amended to reflect this

- Ensure all facilities operate in a safe environment and that they are sufficiently resourced to deliver a quality service and positive experience for all users;
- Lead and manage a team of Duty Managers including co-ordination of the roster and chairing of the weekly Operations Meeting to oversee the efficient and effective planning and issue resolution via reviewing of activities and events;
- Liaise with the Health & Safety Manager to ensure risks are identified and managed via up-to-date risk assessments and monitoring;
- Through ongoing monitoring of user and industry trends and review of Normal/Standard Operating Procedures (NOP's/SOPs) and best practice, ensure that Sport Ireland Facilities remain a leader in the sport and leisure environment;
- Manage and monitor the service delivery (e.g. cleaning services) across all facilities, ensuring continuous improvement is visible and high quality facility standards are being achieved;
- Implement change management programmes, where appropriate, to introduce operational efficiencies;
- Work with the Maintenance Manager to maintain facilities to the highest standards, recommending upgrades and investment where necessary;
- Take complete ownership and accountability for the delivery of operational metrics and Key Performance Indicators (KPI's);
- Proactively contribute to the Senior Management team, helping to review and plan future developments and programmes that deliver on the strategic and operational goals;
- Work with customers and clients to deliver national and international events hosted at our facilities;
- Working closely with the Finance Manager, make sure that budgets are proactively managed and support the profitability and cost management of the facilities;

- Ensure staff are consistently motivated and engaged to deliver excellent standards of service by way of consistent management, ensuring the behaviours undermining the core corporate values are adhered to by all members of the team;
- Together with the HR Manager and Health and Safety Manager, ensure that staff training is considered, delivered and reviewed consistently;
- Such other duties as may be assigned from time to time.

## **JOBHOLDER ENTRY REQUIREMENTS:**

### ***Knowledge (Education & Related Experience):***

- 3rd Level Qualification in Hospitality, Leisure, Business or Event/Project Management
- Minimum 5-10 years' experience in management of staff operations and experience of service delivery management.
- Experience of the leisure industry in facilities management and/or events management would be a distinct advantage.

### ***Key Skills***

- Excellent leadership and communications skills to lead a multi-disciplinary team.
- Ability to motivate, empower and encourage colleagues under their influence to achieve maximum performance.
- Ability to work with colleagues at all levels, both within and outside the organisation.
- Problem-solving skills – with an attention to detail, the ability to identify, address and resolve problems in a timely manner.
- The presence and composure to deliver national and international events hosted in our facilities.
- A strong customer focus, and an ability to exercise a high level of professional judgement.
- To have the skills to challenge the Sport Ireland Facilities organisation to maintain its high standards in quality and safety for all its user groups.
- Strong financial management skills.

### ***Key Behaviours***

A candidate must reflect the company's core values of:

#### ***Excellence***

- Always looking for ways to improve
- Accept responsibility to drive improvements
- Demonstrate professionalism and have expectations of our own performance and that of others
- Demonstrate a commitment to teamwork
- Adopt a positive approach to change

#### ***Respect***

- Treat others as we would like to be treated
- Value different cultures and beliefs

- Display respect for and awareness of individual differences
- Seek out, listen and respect the ideas and opinions of others
- Engage in honest and direct communication at all levels in the organisation

#### *Integrity*

- Show accountability for our decisions and actions
- Develop and encourage open and honest work practises
- Take personal responsibility for our actions
- Deliver on actions we have promised

#### *Customer focus*

- Research and fully understand our customers' needs
- Do the ordinary things extraordinary well
- Go beyond what is expected by every customer
- Surprise ourselves with how much we can do

#### **APPLICATIONS:**

Please apply though our Indeed page

[https://ie.indeed.com/viewjob?t=nia+operations+manager&jk=0ed9537c5b276d48&\\_ga=2.12842165.309594830.1596628060-251144222.1592327813](https://ie.indeed.com/viewjob?t=nia+operations+manager&jk=0ed9537c5b276d48&_ga=2.12842165.309594830.1596628060-251144222.1592327813)

For further information, please contact HR@sportirelandcampus.ie