



Post Specification (Comp: 033984)

Post Title:	Sport Facilities & Operations Manager
Post Status:	Permanent Contract
Department/Faculty:	Department of Sport, Student Services, Corporate Services Division
Location:	Sports Centre and all Sporting Venues Trinity College Dublin, the University of Dublin College Green, Dublin 2, Ireland
Reports to:	Deputy Head of Sport & Recreation
Salary:	Appointment will be made on the Administrative 2 Pay Scale Salary Scale at a point in line with Government Pay Policy [€48,153 to €56,581 per annum]
Hours of Work:	37 hours per week
Closing Date:	12 Noon (GMT) Thursday, 22 nd August 2019

The successful applicant will be expected to take up post as soon as possible. Please note that police vetting will be sought in respect of individuals who come under consideration for a post.

Post Summary

Leading a team of duty managers, fitness, and operational staff, the Facility and Operations Manager will ensure the provision of excellent services and the safe day-to-day running of sports facilities, venues, and core activities central to Trinity Sport. The post holder will be responsible for managing the quality and standard of facilities, ensuring cleaning and maintenance systems are monitored effectively, spaces and areas are prepared and appropriate for sessions and activity, as well as motivating a large team of staff to achieve relevant standards and targets. Along with helping to shape a positive experience for all users

and employees, this post will support a growing structure of facilities in line with strategic aims, budget, and key performance indicators.

This position requires someone with an in-depth knowledge and proven track record in overseeing the management and operation of indoor and outdoor sports facilities. The role involves the direct management and responsibility for activity and services across all sporting venues, and staff within the operations unit.

Further Information

The 2015-2018 strategy for sport established a clear road map for infrastructure and professionalised sports services within the University. Significant investment has been made and committed towards growing the quality and range of facilities and spaces available for sport and physical recreation both on and off campus. By spring 2020, Trinity will have continued development of its on and off campus facilities, with newly development squash and rifle facilities opening, along with full and partial redevelopments of Islandbridge boathouse (Rowing), Santry Sports Grounds, the Iveagh Grounds, and further enhancements to the main sports centre all within long-term plans. With a growing student base and greater engagement with the community, Trinity has widened its sporting offer, and continues to develop venues and sites that support current and future activity in line with the institution and sport strategies. This steady growth in users alongside an increase in sporting venues and spaces has created the need for a manager level position to lead and coordinate the operations unit for the future.

Reporting to the Deputy Head of Sport, this post will oversee the planning, activity delivery and management of all Trinity Sport venues, sites, and spaces, playing a key role in upgrading and designing fit-for-purpose facilities across all sports and programmes. This transition to a multi-site model requires planning and change management expertise, along with vision and staff leadership skills. Whilst the position is full time, and will largely be based around office hours, there is a requirement for the role holder to be flexible in how the post is delivered and structured to support delivery across all areas of delivery within the operations unit.

Informal enquiries about this post should be made to matthew.dossett@tcd.ie

Standard Duties and Responsibilities of the Post

(a) General

- Oversee the day to day operation of all Trinity Sport facilities (delivery across 5 sites, 7 days per week)
- Manage and support relevant operations staff including hands on delivery in delivery and events as when required
- Hold regular meetings with staff and teams involved in this delivery ensuring that all work is planned, measured and evaluated against agreed objectives
- Provide regular reports as part of the Trinity Sport senior management team and contribute to future planning and strategic direction when required
- Ensure that plans in place for facility development and service delivery are delivered to the required standard
- Contribute to the planning of current and future facility developments
- Benchmark sports facilities and services against Irish and overseas Universities, providing strategic advice to the Head and Deputy Head of Sport to aide future planning
- Ensure that hosted events and activities are all delivered safely and to the required level of standard
- Ensure all activity is carried out within budget and to agreed outcomes

(i) Facilities

- Ensure all Trinity Sport facilities and venues are operated to the agreed standards of service, quality and health and safety
- Act as direct contact (including out of hours) for emergency, security, and other relevant items as and when required
- Directly manage the Duty Manager and wider operations team to ensure the above is achieved in line with budget, objectives, and relevant policies
- Working with Trinity Sport colleagues plan and manage usage of all sports facilities ensuring that business and sports development programming is delivered

- Oversea the management and maintenance of sporting facilities in conjunction with relevant staff from Estates and Facilities
- Provide advice and input into future sports facilities upgrades and developments both on a strategic and operational level
- Organise staff rotas and opening hours to meet operational and user requirements
- Utilise existing and new technology to operate and monitor all sporting facilities (on and off campus).

(ii) Health and Safety, and Compliance

- Ensure that the health, safety, and welfare of customers and staff are given the highest priority in line with relevant (Health and Safety and Welfare) legislation and identify contingency plans to deal with emergencies when they arise in accordance with the University's procedures
- Meet and liaise with appropriate staff in Estates and Facilities area and other departments to ensure that relevant planning and management is applied for events and health and safety across all sports facilities
- Monitor and manage relevant compliance certificates and standards across all sports facilities including the swimming pool, climbing wall, gym spaces, rifle range, squash courts, sports hall, and outdoor venues

(iii) Systems and I.T

- Ensure that the Gladstone system (main booking and CRM tool) is used effectively and in line with relevant procedures
- Oversee development of technology systems that can enhance the delivery of a multi-site sporting service
- Ensure that relevant IT and Data systems are in place for all staff within the Sports Centre and other venues

(iv) Staff, department, and stakeholder engagement

- Oversee recruitment and direct regular management and oversight of 4-person Duty Manager team, supported by fitness attendants, outdoor venue staff, receptionists, and other occasional staff
- Manage and monitor the skills and qualifications of the operations team and other support staff, ensuring that high quality service and safe delivery are fundamental to all training and delivery
- Set service standards with the Customer Service and Experience Manager and ensure these are monitored and achieved on a regular basis

(v) Other

- Ensure all activity aligned to the position is delivered in-line with University policies and procedures and industry best practice
- Provide support and attend relevant meetings on behalf of Trinity Sport when required
- Carry out any other duties as directed by the Head and/or Deputy Head of Sport

(B) Managing People and Resources

- Line management responsibility for a range of operational staff
- Management of relevant budgets specific to the operations unit
- Responsibility for induction and training and objective setting of direct line reports
- Provide general guidance and training to other relevant staff when required

(C) Communication

- Responsibility for communicating planned delivery, projects, and alterations within operations that impact all Trinity Sport
- Write regular reports against specified targets and objectives
- Work with all Trinity Sport staff and partners around the implementation of key strategy and other delivery KPIs

- Communicate detailed, sometimes complex information to a wide range of colleagues and external contacts
- Strong interpersonal and management skills required, and the ability to adapt to different audiences

(D) Teamwork and collaborative working

- Ensure a collaborative and team ethos within the operations unit and with other Trinity Sport and University areas.
- Work collaboratively with colleagues to ensure that activities are delivered on time and to a high quality, and that issues and enquiries are responded to quickly and effectively
- Play a key role in advising other management and Trinity Sport staff in the requirements of delivering a successful operations structure

(E) Initiative, problem solving and decision making

- Lead on the development and management of the agreed operational and facility structure, making decisions where needed to plan, adapt and respond to change
- Influence internal and external stakeholders to support the development of the structure within Trinity College Dublin
- Influence Faculty, and on occasion, University decisions through participating in relevant committees, working groups and other forums.
- Contribute to agreed external bodies, forums, and committees where relevant
- Contribute to the development of new solutions aligned to the strategy for sport

(F) Work environment

- Ensure all appropriate risk assessments have taken place for all sport and exercise provision
- Be aware of risks in the work environment and potential impact on own work and that of others.

Note this list is a guide and not exhaustive. The role may be updated in line with future delivery, this will be carried out in consultation with the post holder.

Person Specification

Qualifications

Essential

- Educated to degree level in sport, business or other relevant area OR at least 7+ years of relevant work experience
- NFQ Level 5 (or equivalent) or above in Facility Operations/Management
- Level 5 or above recognised qualification in health and safety
- Current 1st Aid Qualification
- Driving licence

Desirable

- Educated to postgraduate level in sports management or equivalent area.
- Additional qualifications to undergraduate level (or equivalent) in project management, facility operations, or sports development.
- Level 3 recognised pool operations qualification (or equivalent)
- Recognised climbing wall, gym, fitness qualifications.
- Professional associations/accreditation to an accredited management or sporting body institution.

Knowledge:

Essential

- Strong knowledge of managing sports centre facilities within a multi-site structure.
- Good understanding of the organisation & structure of sport in Ireland and Internationally.
- In-depth knowledge of facility and project management
- Knowledge of managing others through change

Desirable

- Good understanding of Trinity Sport programmes and service delivery.

- Proven work delivered knowledge of the relationship between sport participation and skill development in students.
- Knowledge of current best practice University sport sector.

Experience

Essential

- A minimum of 3 years proven management experience specifically in a sports facility environment.
- Proven success in a similar role, with evidence of delivering against set targets and objectives.
- Demonstrable experience of managing a professional team of managers, fitness, venue, and support staff.
- Management responsibility for an operating budget and staff resource

Desirable

- Further 2+ years additional experience
- within a University facility.
- Experience of facilitating participation and engagement sports activities for students and other groups.
- Track record of managing a wide team of staff through change.
- Proven track record of achieving strategic goals in a University or performance sport environment.
- Experience of overseeing projects and facility developments.

Skills

Essential

- Excellent organisational skills
- Attention to detail, accuracy, meticulous
- Excellent communication skills (verbal & written)
- Ability to work independently and as part of a team
- Ability to work under pressure and meet deadlines
- High quality presentational and inter-personal skills

- Good administrative skills
- Evidence of continual professional development relevant to the role

Desirable

- Ability to write strategic and operational reports
- High level numeric skills
- Good IT skills (MS Office)

Personal Attributes

Essential

- Ability to train, manage and motivate people
- Team player ~ approachable
- Polite, courteous and diplomatic
- Ability to show empathy and understanding
- Aptitude and enthusiasm for problem solving
- Possess an outward-facing approach and willingness to network
- Flexible approach to working hours / duties
- Passion for sport / exercise

Application Information

In order to assist the selection process, applicants should submit a Curriculum Vitae and a Cover Letter (1x A4 page) that specifically address the following points in their application.

- Applicants must have at least 3 years management experience in a sports facility and operations environment. Applicants should clearly address this experience and how they obtained their knowledge in their application.
- Proven success in a University or relevant sport sector are also essential. The applicant should give examples of how they meet this criteria and detail their experience of managing staff and financial resource.

Please Note:

- Applicants who do not address the application requirements above in their cover letter will not be considered at the short list stage.
- Applicants should note that the interview process for this appointment may include the delivery of a presentation and may include a test of practical skills.

Snapshot of Trinity Sport

The Department of Sport is responsible for the following:

- Strategic development of Sport within the University
- Facilities: On Campus - Sports Centre, College Park, Botany Bay, and Off Campus – Islandbridge Boathouse, Santry Sports Ground, and the Iveagh Grounds
- Bookings and safe use of these facilities for members and external users
- Sports Memberships
- High Performance Programme
- Producing publications regarding the Department of Sport

Number of Staff

The Sports Department team currently comprises the following full time staff; Head of Sport and Recreation, Deputy Head of Sport, DUCAC Manager (Dept Sport/DUCAC), Student Sport Pathway Manager, Sport Services and Experience Manager, four Duty Managers, Sports Business Development Manager, one Senior Executive Officer, one Executive Officer, one participation sport development officer, a performance sport development officer, seven Sports/Fitness Instructors/Pool Attendants and one receptionist. Also various part time and support staff.

Description of how Sport supports College Objectives

- Contributes to the health and productivity of the college community by encouraging active participation in various organised exercise sessions, programmes, classes and clubs
- Contributes to the well-rounded student college experience and life long learning.
- Contributes to the business benefits of college by generating income

- Supports and fosters academic performance
- Sport helps to attract and retain good students and staff through the provision of quality sports facilities services and programmes.
- Supervises and motivates staff to ensure the healthy and safe use of college sports facilities by all
- Increases the profile of the college through the successes of the sports clubs and individuals who compete at the highest level of sport, both nationally and internationally
- Supports college links and stronger relationships with community groups

Further Information for Applicants

URL Link to Area	www.tcd.ie/sport
URL Link to Human Resources	https://www.tcd.ie/hr/

GARDA CLEARANCE:

Police vetting will be sought in respect of individuals who come under consideration for a post.

PLEASE NOTE: Applicants will be required to complete and return a Garda Vetting form should they come under consideration for appointment. In some cases they may be requested to complete the form on the day of interview. This form will be forwarded to An Garda Síochána (Irish Police) for security checks on all Irish addresses at which they have resided. An Garda Síochána will make enquiries with the Police Service of Northern Ireland with respect to addresses in Northern Ireland. If an applicant is not successful in obtaining the post for whatever reason, this information will be destroyed. If an applicant, therefore, subsequently comes under consideration for another position, they will be required to supply this information again.

While applicants must complete information in relation to all addresses at which they have resided, the vetting is only done on addresses on the island of Ireland.

If an applicant has resided / studied in countries outside of Ireland for a period of 6 months or more, it is mandatory for them to furnish a Police Criminal Records Check/ Police Certificate from those countries stating that they have no convictions recorded against them while residing there. Applicants will need to provide a separate Police Criminal Records Check/ Police Certificate for each country in which they have resided. The Police Criminal Records Check/ Police Certificate must be dated after the date the applicant left the relevant country. Applicants should provide documentation in the English and/or Irish language. Translations must be provided by a registered translation company/institute in the Republic of Ireland; all costs will be borne by the applicant. Only original version documents will be accepted.

Applicants should be aware that any information obtained in the Garda Vetting process can be made available to the employing area.

It is the responsibility of the applicant to seek security clearances in a timely fashion as they can take some time. No applicant will be appointed without this information being provided and being in order.

The following websites may be of assistance in this regard:

www.disclosurescotland.co.uk

www.psni.police.uk

This website provides information on obtaining a national police clearance certificate for Australia

www.afp.gov.au

This website provides information on obtaining police clearance in New Zealand.

www.courts.govt.nz

For other countries not listed above applicants may find it helpful to contact the relevant embassies who could provide information on seeking Police Clearance. Original Police Clearance documentation should be forwarded to Human Resources where it will be copied and the original returned to the applicant by post. **Any cost incurred in this process will be borne by the Applicant.**

Trinity College Dublin, the University of Dublin

Trinity is Ireland's premier university, with a proud tradition of excellence stretching back to its foundation in 1592. The oldest university in Ireland, and one of the oldest in Europe, today Trinity sits at the intersection of the past and the future, and is ideally positioned as a major university in the European Union. Our 47-acre campus is located in the heart of Dublin city centre and is home to historic buildings dating from the University's establishment, as well as some of the most cutting-edge teaching and research facilities in Ireland. Students at Trinity benefit from a unique educational experience across a range of disciplines in our three faculties – Arts, Humanities, and Social Sciences; Engineering, Mathematics and Science; and Health Sciences. The pursuit of excellence through research and scholarship is at the heart of a Trinity education, and our researchers have an outstanding publication record and strong record of grant success.

Trinity has developed [18 broad-based multidisciplinary research themes](#) that cut across disciplines and facilitate world-leading research and collaboration within the University and with colleagues around the world. These internationally recognised themes include such diverse areas as Cancer, Immunology, Telecoms, Identities in Transformation, Nanoscience, Neuroscience, and Making Ireland. Researchers from across the University work together in innovative ways to develop new and exciting approaches to their research and explore the frontiers of knowledge in the 21st century. In creating these dedicated research themes, Trinity's researchers are able to become a more powerful force on the global stage, successfully competing for large-scale grants and attracting top students and faculty to the University. Trinity is home to Ireland's first purpose-built Nanoscience research institute, CRANN, which opened in January 2008. This state-of-the-art facility houses 150 scientists, technicians, and graduate students in specialised laboratories, fostering creative innovations that have seen Trinity's researchers make significant breakthroughs.

The Trinity Long Room Hub for Arts and Humanities Research Institute is the University's flagship institute for research in the Arts and Humanities, providing a world-class environment for cross-disciplinary collaborative projects. The Long Room Hub provides a central location through which the University's internationally respected Arts and Humanities research can become more visible, demonstrating its relevance for contemporary and future societies.

Researchers from across the University regularly participate in debates on topical issues facing the world today. As well as operating an International Visiting Research Fellowship programme, the Long Room Hub also hosts major EU-funded Digital Humanities projects.

One of the most instantly recognised parts of Trinity's campus is the famous Old Library, home to the historic Book of Kells as well as other internationally significant holdings in manuscripts, maps, and early printed material. Trinity's Library is the largest research library in Ireland and is an invaluable resource to Trinity's students and research community. Built up over the four centuries of the University's existence, the Library's collections have benefitted from its status as a Legal Deposit library for the past 200 years, granting Trinity the right to claim a copy of every book published in Ireland and the UK. At present, the Library's holdings span approximately 4.25 million books, 22,000 printed periodical titles, and access to 60,000 e-journals and 250,000 e-books.

Trinity attracts top students from Ireland and abroad and prides itself on the consistently high standard of student admitted to the University every year. These students are drawn to Trinity for the excellence of our research-led teaching and for the quality and prestige a degree from this University confers. Trinity has also pioneered accessibility to education in Ireland, becoming the first university in the country to reserve 15% of its undergraduate places for students from non-traditional learning groups. Trinity is the top-ranked European university for student entrepreneurship and Europe's only representative in the world's top-50 universities.

Our alumni have gone on to shape the history of Ireland and of Western Europe in a wide range of fields. These include such notable figures as Jonathan Swift, Oscar Wilde, William Rowan Hamilton, Edmund Burke, William Stokes, Denis Burkitt, Louise Richardson, Lenny Abrahamson, and Anne Enright. Three of Trinity's graduates have been awarded Nobel prizes: Ernest Walton for Physics in 1951; Samuel Beckett for Literature in 1968; and William Campbell for Physiology / Medicine in 2015. Trinity also counts the first female President of Ireland among its alumni in Mary Robinson, as well as other notable former Presidents Douglas Hyde and Mary McAleese. At Trinity we are justifiably proud of our tradition, and we strive to uphold this excellence as we face the demands of the 21st century.

Ranking Facts

Trinity is the top ranked university in Ireland. Using the QS methodology, the University is ranked 104th in the world and using the Times Higher Education World University Rankings methodology Trinity is 117th in the world.



Overall

- Trinity is Ireland's No.1 University in the QS World University Ranking, THE World University Ranking and the Academic Ranking of World Universities (Shanghai).
- Trinity is ranked 104th in the World, and 36th in Europe, in the 2018/2019 QS World University Ranking.
- Trinity is ranked in the Top 120 for Graduate Employability in the QS 2018 Rankings.
- Trinity is in the Top 50 most innovative universities in Europe according to Reuters.¹
- Between 2010 and 2015, Trinity was ranked the top university in Europe for entrepreneurship according to Pitchbook's independent analysis.²

¹ <http://www.reuters.com/article/us-innovative-stories-europe-idUSKCN0Z00CT>

² <http://pitchbook.com/news/reports/2015-2016-pitchbook-universities-report>

Internationalisation

- Trinity is ranked 52nd in the world in the THE World University Ranking for international outlook.

Research Performance

- Of the 981 institutions included in the THE World University Rankings for 2017, Trinity is in the top 15% internationally for research performance.
- Trinity is ranked in the top 15% internationally by QS for citations.

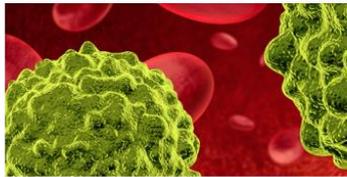
In the QS World University Subject Rankings:

- Trinity is ranked in the top 50 worldwide in four subject areas according to the QS World University Subject Rankings 2018. The University is ranked in the top 100 globally for 20 subjects overall.
- Trinity's Top 50 subjects include Nursing (25th), Classics (28th), English (28th) and Politics (43rd).
- Trinity is ranked in the top 100 for each of the following 16 subjects: History, Languages, Philosophy, Theology, Computer Science, Biology, Medicine, Pharmacy, Chemistry, Geography, Materials Science, Education, Law, Social Policy, Sociology and Sport.
- The University is ranked in the top 100 for three broad subject areas: Arts & Humanities (57th), Life Sciences & Medicine (87th), and Engineering & Technology (89th).

Research Themes



Ageing



Cancer



Creative Arts Practice



Creative Technologies



Digital Engagement



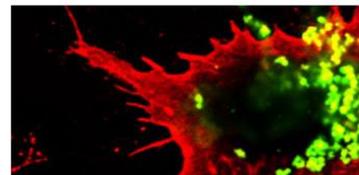
Digital Humanities



Genes & Society



Identities in Transformation



Immunology, Inflammation & Infection



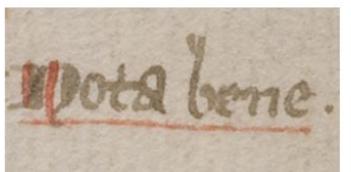
International Development



International Integration



Making Ireland



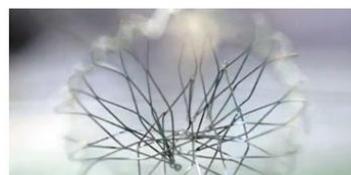
Manuscript, Book and Print Cultures



Nanoscience



Neuroscience



Telecommunications



Smart Sustainable Planet



Next Generation Medical Devices

The Selection Process in Trinity

The Selection Committee (Interview Panel) may include members of the Academic and Administrative community together with External Assessor(s) who are expert in the area. Applications will be acknowledged by email. If you do not receive confirmation of receipt within 1 day of submitting your application online, please contact the named Recruitment Partner on the job specification immediately and prior to the closing date/time.

Given the degree of co-ordination and planning to have a Selection Committee available on the specified date, the University regrets that it may not be in a position to offer alternate selection dates. Where candidates are unavailable, reserves may be drawn from a shortlist. Outcomes of interviews are notified in writing to candidates and are issued no later than 5 working days following the selection day.

In some instances the Selection Committee may avail of telephone or video conferencing. The University's selection methods may consist of any or all of the following: Interviews, Presentations, Psychometric Testing, References and Situational Exercises.

It is the policy of the University to conduct pre-employment medical screening/full pre-employment medicals. Information supplied by candidates in their application (Cover Letter and CV) will be used to shortlist for interview.

Applications from non-EEA citizens are welcomed. However, eligibility is determined by the Department of Jobs, Enterprise and Innovation and further information on the Highly Skills Eligible Occupations List is set out in Schedule 3 of the Regulations <https://www.djei.ie/en/What-We-Do/Jobs-Workplace-and-Skills/Employment-Permits/Employment-Permit-Eligibility/Highly-Skilled-Eligible-Occupations-List/> and the Ineligible Categories of Employment are set out in Schedule 4 of the Regulations <https://www.djei.ie/en/What-We-Do/Jobs-Workplace-and-Skills/Employment-Permits/Employment-Permit-Eligibility/Ineligible-Categories-of-Employment/>. Non-EEA candidates should note that the onus is on them to secure a visa to travel to Ireland prior to interview. Non-EEA candidates should also be aware that even if successful at interview, an appointment to the post is contingent on the securing of an employment permit.

Equal Opportunities Policy

Trinity is an equal opportunities employer and is committed to employment policies, procedures and practices which do not discriminate on grounds such as gender, civil status, family status, age, disability, race, religious belief, sexual orientation or membership of the travelling community. On that basis we encourage and welcome talented people from all backgrounds to join our staff community. Trinity's Diversity Statement can be viewed in full at <https://www.tcd.ie/diversity-inclusion/diversity-statement>.

Pension Entitlements

This is a pensionable position and the provisions of the Public Service Superannuation (Miscellaneous Provisions) Act 2004 will apply in relation to retirement age for pension purposes. Details of the relevant Pension Scheme will be provided to the successful applicant.

Applicants should note that they will be required to complete a Pre-Employment Declaration to confirm whether or not they have previously availed of an Irish Public Service Scheme of incentivised early retirement or enhanced redundancy payment. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Irish Public Service employment.

Applicants formerly employed by the Irish Public Service that may previously have availed of an Irish Public Service Scheme of Incentivised early retirement or enhanced redundancy payment should ensure that they are not precluded from re-engagement in the Irish Public Service under the terms of such Schemes. Such queries should be directed to an applicant's former Irish Public Service Employer in the first instance.

Application Procedure

Applicants should submit a full Curriculum Vitae to include the names and contact details of 3 referees (including email addresses), together with a cover letter (1x A4 page) that specifically addresses the application procedure set out above.

APPLICATIONS WILL ONLY BE ACCEPTED BY E-RECRUITMENT:

<http://jobs.tcd.ie>

If you have any application queries, please contact:

Daniel Knowles

Human Resources, House No. 4,

Trinity College Dublin, the University of Dublin

Tel: +353 1 896 4015

Email: knowledj@tcd.ie



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