

DCU Sport – Job Description

Applications are invited from suitably qualified candidates for the following position.

Job Title:	Operations Manager (Trispace Sports DAC)
Location:	DCU Sport (inc. Sports Complex, Soccer Centre, Sports Campus, St. Patrick's Campus, Morton Stadium), Dublin City University, Glasnevin, Dublin 9.
Responsible to:	General Manager, DCU Sport
Contract:	3 years

DCU Sport

DCU Sport is the company responsible for the operation of the sports facilities in Dublin City University (DCU). DCU Sport is responsible for operating the Sports Complex, Soccer Centre, Sports Campus, Sports Complex on St. Patricks' Campus and Morton Stadium. Our customers include staff, students, alumni and members of the public. We have 5000 members and a monthly footfall of 65,000. Our extensive, award-winning facilities are the training location for many student clubs, elite teams and individuals. Our extensive facilities are an ideal location for the many national and international events we secure for hosting. DCU Sport is proud to have developed an environment where people of all ages and abilities can achieve their goals.

Purpose of Post:

The purpose of this post is to work as part of the senior management team to ensure the successful operation of DCU Sports' facilities & services. The Operations Manager will be instrumental in planning, directing and coordinating the operations of all facilities in order to achieve increased performance, productivity, efficiency and profitability. In addition, the post involves the strategic management of the operations function of the business through key performance indicators and regular review of ambitious strategic objectives.

Key Duties:

- To manage the operations of DCU Sport across all sites – DCU Sports Complex, Sports Campus, St. Patricks' Campus Sports Complex and Morton Stadium.
- To drive continuous improvements throughout all aspects of operations.
- To work with all internal and external stakeholders including suppliers, contractors and campus departments to ensure the highest standards of service to DCU Sport at all times.
- Develop and adhere to budgets across operations and ensure value for money from suppliers and contractors.
- To deliver a first-class service to all facility users with regards to customer service, quality of service, facility availability and to ensure a positive user experience throughout each visit.
- To fully understand customers' needs and go beyond customers' expectations regularly.
- Meet legislative and DCU standards as required to include health and safety, quality, child protection etc.
- To support the General Manager to ensure sufficient staff resources at all times.
- To support the General Manager in recruitment, onboarding, development and retention of the team at DCU Sport team to ensure that the team are skilled and equipped to carry out their daily tasks in an effective, efficient and successful manner.
- To lead the Site Managers and Duty Managers team to deliver the very highest facility standards at all times.
- To oversee programmes, bookings and events and to ensure that they are operating within procedures / policies at all times.

Quality Management:

- To set standard operating procedures across all sites and ensure that they are consistently adhered to through training and auditing.

- To drive standards and ensure DCU Sport is a leader in best practice for sports facilities operation.
- To ensure the facilities are recognised by an external quality awarding body each year and that there is continuous improvement in criteria achievement year on year.
- To continuously monitor, control and update the Quality Management Systems across all sites.

Health & Safety:

- To implement and put in place necessary health and safety standards.
- To ensure health and safety compliance is resourced and at the forefront of all operations across all sites.
- To accurately document risk assessments and react to new risks as they arise.
- To ensure the team are trained as required on all health & safety matters.

Operations:

- To drive facility cleanliness and ensure highest standards are being achieved.
- To implement facilities planned preventative maintenance programme and ensure the facilities are always maintained to a safe and high standard. Ability to plan for upgrades both for budgeting and facilities downtime.

Miscellaneous Duties:

- To practice very high standards of customer service and professionalism.
- Strong IT skills with ability to gather accurate data, report on data and demonstrate ability to react to data were necessary.
- To communicate effectively and accurately with the DCU Sport team, DCU department colleagues, members, high profile customers and external stakeholders.

- To proactively support the General Manager and the Director of Sport of DCU Sport in the strategic direction of the organisation.

Any other duties which may be assigned from time to time by the General Manager or ad-hoc duties, which can arise.

Personnel Specification:

1. Educational Standards – A primary degree in sports management or related areas is essential.
2. Practical industry qualifications such as Fitness Instructor, Lifeguard, First Aid Responder, Pool Plant Operations are desirable.
3. 5 years' minimum experience at senior management level.
4. A highly motivated person who thrives in a busy, demanding environment.
5. Flexibility to the working week as evening and weekend work applies in line with the needs of the business.
6. Excellent customer service skills.
7. Highly organised and ability to work with and lead a large multi-disciplinary team.
8. Access to transport for travel between sites is desirable.

Key Behaviours

Excellence

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

Respect

1. Treat others as we would like to be treated.
2. Display respect for, and awareness of, individual differences.
3. Seek out, listen and respect the ideas and opinions of others.
4. Engage in honest and direct communication at all levels in the organisation.

Integrity

1. Show accountability for our decisions and actions.
2. Develop and encourage open and honest work practices.
3. Take personal responsibility for our actions.
4. Deliver on actions we have promised.

Essential Training

The individual will be required to undertake the following mandatory compliance training: Orientation, Health & Safety, Cyber Security and Data Protection (GDPR). Other training may need to be undertaken when required.

Informal Enquiries in relation to this role should be directed to –

Gemma Dempsey, General Manager, DCU Sport, gemma.dempsey@dcu.ie

Salary

51,500-60,683 per annum.

Application Procedure

Interested applicants should send their CV and cover letter to gemma.dempsey@dcu.ie

Trispace Sport is an equal opportunities employer

Spoirt DCU
Ollscoil Chathair
Bhaile Átha Cliath,
Baile Átha Cliath 9
Éire

DCU Sport
Dublin City University
Dublin 9
Ireland

+353 1 700 5797
dcu.ie/dcuspport



In line with the Employment Equality Acts 1998 – 2015, Trispace Sport is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes.