

ONE REN

POST TITLE:	Area Manager	POST ID:	
DEPARTMENT:	Operations and Estates	GRADE:	G09
SECTION:	Operations and Estates	LOCATION:	On site
REPORTING TO:	Strategic Operations Manager		
LINE MANAGEMENT OF:	Facility Duty Managers and Venue Managers		

JOB PURPOSE

To assume overall responsibility for the day-to-day operational excellence, development and management of OneRen's flagship culture and leisure visitor attractions. Reporting to the Strategic Operations Manager and working closely with the Head of Commercial and Major Events, you and your Area Manager colleagues will ensure OneRen's visitor experience standards across these attractions meet the quality standards defined by the Association of Scottish Visitor Attractions (ASVA). You will be accountable for the performance of these venues for their visitor experience standards and associated targets for income generation.

You will be a champion for quality assurance for the flagship venues as key visitor attractions and understand the importance of exceeding visitor expectations.

You will also be a key support in the drive for quality improvements across the rest of OneRen's estate and service areas, working with colleagues from across the business, promoting a positive, collaborative working culture.

KEY DUTIES & RESPONSIBILITIES

1. To oversee the management of OneRen's flagship venues with overall responsibility for:
 - Operational development
 - Day to day management oversight
2. Work closely with the Strategic Operations Manager, the Head of Commercial and Major Events and the other Area Facility Managers, to provide excellent standards of visitor experience that is aligned with the development and operations of OneRen as a whole as set out in the business plan and company strategy documents.
3. Build and maintain a positive, high-performing team culture by fostering engagement, inclusion, accountability and wellbeing, while proactively addressing performance issues through regular feedback, clear expectations, coaching and timely intervention. By the end of the performance year, achieve agreed team objectives, improve employee engagement measures, and ensure all performance concerns are managed consistently and effectively in line with organisational policies and values.

4. Adopt a positive approach to continuous professional development for your teams in line with industry standards, in particular the quality assurance scheme managed by ASVA.
5. To manage OneRen facilities within their geographical area to achieve clearly defined and agreed standards for:
 - Safe operations
 - Visitor Experience quality assurance
 - Customer retention targets
 - Financial and performance targets
 - Safetynest compliance and corrective action plans
 - People management
6. To plan, initiate and implement change and constant improvement to ensure effective service delivery and achievement of financial and usage targets for your area of the Business.
7. To work with colleagues from across Business Development, Finance and Governance to develop an effective development plan and marketing strategy for OneRen's flagship visitor attractions under your responsibility.
8. Work closely with Senior and Extended Management teams to ensure that budget and business planning is carried out in line with planning timetables, and that all information and input required is delivered on time.
9. Contribute to change through participation, input, implementation and review of OneRen's strategies and policies.
10. Contribute to the effective recruitment, selection, training and development of staff aligning with core values, OneRen's vision and mission and its ambitions for the flagship venues.
11. Effectively allocate and monitor the progress and quality of your team's work, through our staff development plans and appraisal systems.
12. To monitor and evaluate operational and financial performance and financial management information forecast, prepare reports for comparison against business plan targets.
13. Play a role in effective partnership working, planning and operating services to ensure they meet OneRen's policies and objectives and customer needs.
14. To ensure the duties and responsibilities defined in OneRen's Health and Safety Policy are implemented through each venue's Codes of Practice and adhered to.
15. Assist the Strategic Operations Manager or other members of OneRen Senior Management Team in the provision of all necessary performance information.
16. To develop and review facilities programmes to ensure a balance is achieved which continues to meet the company's objectives and local needs.
17. To carry out projects and assignments as required.

18. Any other duties appropriate to the post and in line with the needs of the service.
19. To adopt a flexible approach to working times and arrangements that meets and fulfils the requirements and demands of the facilities within your control.
20. Promote the health and safety of employees at work and of service users through the implementation of the company's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements, leading by example.
21. Ensure that all activities for which the post holder is responsible are delivered in accordance with the OneRen's Equality and Diversity Policies and the statutory and general and specific Equality Duties.
22. Participate at Team meetings as scheduled in accordance with the remit and status of the post.
23. Ensure that the OneRen's Customer Service Standards are followed in all dealings with those served.
24. Uphold the organisational values of Integrity, Excellence, Creativity and Fairness.
 - Integrity – We value honesty and high ethical standards in how we work within and out with our organisation: we are passionate in our determination to always do the right thing.
 - Creativity – We are innovative and flexible in responding to local needs; in meeting challenges, we are creative thinkers, with a consistent focus on outcomes.
 - Fairness – We focus on inclusion to ensure we deliver for everyone across our community; we are caring and kind to each other and in the way we support the community.
 - Excellence – We will work collaboratively in pursuit of our community's shared goals; in everything we do, we aim to deliver a quality experience and actively champion high standards.
25. Carrying out such other duties as may be required from time to time.
26. The Employee shall comply with the Company's data protection policy when handling personal data in the course of employment including personal data relating to any employee, customer, client, supplier or agent of the Company.
27. The Employee acknowledges that the Company will process data relating to the Employee for a variety of purposes and that this may include sensitive personal data relating to the Employee. The Company will only process this data where it has a lawful basis for doing so. Details about the type of data held by the Company, the purpose of data processing and the lawful basis on which the data is processed can be found in the Company's Employee Data Privacy Statement.
28. The Company's data protection policy and Employee's Data Privacy Statement can be found on the Staff Intranet at <http://staff.renfrewshireleisure.com/> or from the line manager.
29. The Company may change its data protection policy. An up-to-date policy will be available on the Staff Intranet and at place of employment.

PERSON SPECIFICATION

Factors	Essential	Desirable	Method of Assessment
EDUCATION	- Degree, HND, SVQ Level 4 or equivalent professional qualification in Leisure Management, Sports Development, Business Management or related discipline. - Management qualification or evidence of continuing professional development. - Current First Aid qualification (or willingness to obtain). - Full UK driving license and ability to travel across OneRen venues.	- Chartered Management Institute (CMI) qualification. - IOSH or NEBOSH qualification. - Experience working within a charitable trust, local authority or leisure trust environment. - Knowledge of Scotland's public sector and community wellbeing agendas. - Experience of partnership working with local authorities, schools, health organisations and community groups.	Qualification
RELEVANT EXPERIENCE	- Significant operational management experience in leading flagship venues in leisure, cultural, sporting, hospitality or customer-facing service environments. - Experience of leading multi-disciplinary teams across multiple sites or functions. - Proven experience of managing budgets, income targets and financial performance. - Experience of performance management, attendance management, disciplinary and grievance procedures. - Experience of delivering high-quality customer services and achieving service standards. - Experience of health and safety management and statutory compliance. - Experience of health and safety management and statutory compliance. - Experience of leading	- Contribution towards strategic partnerships. - Contributing to a collaborative working culture and a positive working environment.	Application, Interview

	organisational change and continuous improvement initiatives.		
SPECIAL KNOWLEDGE & SKILLS		• Project Management Skills	
PERSONAL FEATURES/ QUALITIES	• Ability to contribute towards and deliver new and better ways of working. • Resilient and highly motivated. • Capacity to work under pressure to meet guidelines and organisational priorities. • Maintains high quality threshold in relation to all aspects of customer experience.	• Personal • Commitment to participation and meaningful involvement of all sectors of society in service development. • Successful record of • engaging effectively with others and building productive working relationships.	
MANAGEMENT COMPETENCES	• Leadership and management • Ability to lead, motivate and develop diverse teams across multiple locations. • Strong coaching and mentoring skills. • Ability to manage organisational change and drive continuous improvement. • Proven capability in managing performance and addressing complex employee relations issues. • Operational Management • Strong planning, organisation and prioritising skills. • Ability to oversee multiple facilities, services and projects simultaneously. • Effective risk assessment and problem solving skills. • Ability to maintain high service standards in busy operational environments. • Ability to manage and monitor budget effectively. • Strong analytical skills to interpret financial and performance data. • Commercial awareness with		

	a focus on increasing participation, customer satisfaction and income generation. • Communication and Relationship Building. • Excellent verbal and written communication skills. • Ability to influence, negotiate and build productive partnerships with stakeholders. • Strong presentation and report writing skills. • Ability to handle sensitive situations with professionalism and discretion. • Digital skills – competent in Microsoft 365 application, including Excel, Word, PowerPoint and Teams. • Ability to use management information systems, workforce management systems and data reporting tools. • Ability to analyse data and produce meaningful management reports. • Demonstrates integrity and professionalism. • Customer focused with a commitment to service excellence. • Innovative and solutions focused. • Collaborative and inclusive leadership style. • Resilient, adaptable and able to work under pressure. • Committed to delivering OneRen's values of Integrity, Creativity, Fairness and Excellence.		
OTHER	• A flexible approach will be required to suit the needs of the business, including evening and weekends.		

Approved by:	Alan Cunningham	Date:	09/09/2026
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Evaluation Reference:		Date:	