

RECRUITMENT PACK

OPERATIONS MANAGER – House of Sport (Parental leave cover)



Join the Team

By joining the team at London Sport, you'll become part of a group of people who believe that physical activity and sport can change Londoners' lives for the better.

London's diversity is its biggest asset and London Sport champions equality and is an inclusive organisation that strives to reflect this diversity in our Board and staff appointments. We particularly welcome applications from people from diverse backgrounds, ethnic minority groups, deaf and disabled people, women and members of the LGBTQ+ community for our roles.

We work in all parts of London and on behalf of all Londoners to support them to live more active lives. We're constantly challenging the sport industry to think more creatively about the ways that it works for London and we include ourselves in that challenge, too. If we're not thinking creatively, we're not thinking clearly enough about what matters for Londoners from every corner of the capital.

We believe in activity in the workplace too. Our office is part of House of Sport, a three-storey co-working space founded by London Sport to provide physical activity and sport organisations in London with a base to collaborate, network and learn from one another. Along with our counterparts throughout the building, we are proud of a working culture that supports people to be active, whether that's through early morning yoga classes, lunchtime runs or evening tag rugby leagues.

In recent years, we've had a run of successes which we're excited to build on in the years to come. From the growth of our landmark London Sport Awards event to the launch of our groundbreaking Sport Tech Hub and the expansion of our work with local and regional governments, we've been involved in some of the most exciting moments for grassroots physical activity and sport in London.

We look for colleagues who will challenge us, encourage us and work with us to raise the game for physical activity and sport.

The Role

You are an enthusiastic and confident person who will lead our House of Sport Operations team.

Working closely with the Director of Finance, People & Governance you will be responsible for effective management of House of Sport, ensuring excellence in facility management, customer service and financial management in addition to taking responsibility for the day to day operations.

Focus of the role is to maintain a collaborative co-working environment for London Sport and our residents, ensuring high levels of operational efficiency, communication, safety, and legal compliance.

We aim to continually offer good service and value to our residents, partners, and associates.

What you'll do:

- Manage London Sport's contractual obligations, as they relate to House of Sport, ensuring they are delivered and to a high standard, you will maintain excellent relationships and open lines of communication with the residents and our landlord to effect positive outcomes to any challenges that may arise.
- Maintain the community at House of Sport and deliver a culture of knowledge, sharing and co-working with the aim of making physical activity and sport work better across London. This includes the management of all communications, providing effective & creative collaboration opportunities for all residents, and externally within the charity sector in London. Maintain high levels of engagement for all users to encourage positive experience.
- Working with Finance, People & Governance colleagues, manage the House of Sport Operational budget (in excess of £300k per annum) including ensuring that all planned improvement works, reactive repairs, and general spend is costed, approved, and delivered in line with London Sport's Procurement policy.
- Manage various Service Providers to ensure they perform to service level agreements and ensure a good service is received. This includes identifying areas for improvement and following projects through to completion. Management of procurement of any new contracts or services, ensuring value for money is achieved.

- Working with the Finance Officer, be responsible for ensuring all billable services (i.e. rent, events, meeting room usage) are invoiced regularly and to monitor and manage any debt.
- Provide leadership and management to colleagues.

Who you are:

- Experience of Facilities Management for a multi-resident facility including knowledge of lease agreements, service provider contracts and procurement.
- Experience and/or knowledge of budget management, financial planning and procurement procedures.
- Strong communication skills, adept at building effective relationships with stakeholders.
- Capable of owning multiple tasks and seeing them through to their conclusion, meeting deadlines and prioritising work. Bringing attention to detail and problem-solving skills to all work.
- Ability to demonstrate an understanding of, and commitment to, equality, diversity and inclusion in relation to London.
- Ability to demonstrate a practical commitment to the Values and Behaviours of London Sport.
- Lived experience of day-to-day life in London.
- You are positive, proactive and enjoy working as part of a team.

Your Team

London Sport is a team of people with very different backgrounds, experiences and specialisms.

Meet some of the team you'll be working with:

Chris Anderson | Head of Finance, People and Governance

I oversee a great team who look after finance, HR and governance for London Sport. I've been lucky enough to have worked for London Sport for over 9 years and have filled a number of roles during that time. I've learnt a lot from my time here and continue to learn each day from the amazing London Sport team. When I'm not working I love watching sport, especially the mighty West Ham, and enjoy escaping reality in films and books.

Laureece Simmons | Senior Finance, People and Governance Officer

I started at London Sport 3 years ago as a university student. During this time, I was supported by London Sport for 2 and a half years to complete a Business Management degree while working Monday to Thursday at London Sport. I am now a full time employee and continue to learn and take up training opportunities across all aspects of my role such as recruitment, HR and finance. During my free time, I enjoy baking and I am a trained dancer in various styles including tap, ballet, contemporary and commercial.

Inderpal Sahota | Finance, People & Governance Officer

I started at London Sport just over a year ago in my first full time role after university. I have learnt a lot in my first year and have had training opportunities across all aspects of my role such as recruitment, HR and finance. My free time is spent watching and playing football especially following Arsenal. I have recently taken up cycling and have started cycling to work at least once a week.

The Process

Application is by completion of a short online application via our recruitment platform ([Applied](#)).

We are committed to fair and unbiased recruitment and use Applied to remove any unconscious bias from our process. You will be asked to answer a small set of questions that address the job description and person specification.

Candidates who successfully progress from the application stage will be invited to an interview.

Key Details:

- Full-time or Part time (0.8 FTE) fixed term contract for 7 months
- Salary: £32,000 to £35,000 (pro-rated if part-time)
- Offering 28 days' holiday + 8 public holidays + 5 volunteer days (pro-rata)
- Pension scheme with 10% employers' contribution
- Life Assurance and Health Cash Plan
- Flexible working: Due to the focus of this role it is likely at least 3 days per week will be in our central London office at House of Sport. The remainder can be working from home.
- By applying for the role, you are stating that you are eligible to work in the UK. London Sport is unable to apply for a Certificate of Sponsorship for this role.

Timeline:

- Deadline for applications: **23:59 on 01 September 2022**
- Interviews: **Week commencing 12 September 2022**
- Start date: **24 October 2022**

To Apply:

- To apply for this role please visit: <https://app.beapplied.com/apply/vanhq6oddt>

If you have any questions about the role or London Sport please email hr@londonsport.org.

About London Sport

London Sport is a charity working to ensure more Londoners live happier, healthier lives through sport and physical activity.

Supported by Sport England and the Mayor of London, we collaborate with those who share our vision, running and supporting projects that help children, young people and the least active adults to embed sport and physical activity into their lives.

We focus on supporting those from under-represented and underserved communities who face the most barriers to being active.