



Community Leisure Deputy Manager

Salary:	£25,000-£30,000
Main Purpose:	To Develop, deliver and plan the sustainability of Futures Fun Factory, Futures Halls & Futures Cafe
Responsible to:	Community Leisure Manager
Key Relationships:	Marsh Farm Futures (MFF) Users, Staff, Tenants and Partners
Location:	Futures House, The Moakes, Marsh Farm, Luton LU3 3QB

Summary of main responsibilities

- Support the Manager in the management of the Play Park the Community Halls and Futures Cafe
- Ensure day to day standards are maintained and that the Play Park, Community Halls & Futures Cafe operates to the highest level at all times including, health and safety and fire procedures.
- Good entrepreneurial and marketing skills to deliver one operation across both the Futures Fun Factory and Futures Halls & Futures Cafe (FFF & FH, FC).
- Financial management, including costings and budget control.
- Marketing, party bookings and venue hire, catering
- To support the Manager to increase income and Usage for all
- Support the Manager to ensure sustainable growth of FFF, FH & FC business through a planned programme.
- Support the manager to develop future strategies for FFF, FH & FC and help identify and secure support and funding to deliver the strategy.
- To ensure fixtures, fittings and equipment of both FFF, FH & FC are maintained, repaired, cleaned etc. to comply with both internal policies & procedures and requirements of external regulators including Health & Safety regulations.
- Deputise for the Manager as and when required.

Financial

- Monitor sales and stocks on an on-going basis including monthly stock checks. Re-Word
- Ensure FFF & FC stock deliveries are received correctly and logged into stock system and segregation of duties is maintained.
- Review all suppliers and prices on an ongoing basis to ensure value.
- Complete Purchase Orders, Over-see and chase any outstanding Purchase Orders.
- Oversee smooth cash handling and till operations including card transactions, carrying out regular till checks and identifying and addressing any cash differences, including holding relevant staff responsible.
- Sending invoices for payment to customers for Halls and Fun Factory bookings
- Ensure that all financial procedures are carried out correctly as required by MFF Finance and that sales reconciliation and banking is done as required by MFF.
- Support the manager to prepare staff rotas to facilitate the most efficient service whilst avoiding overtime and minimising costs.
- Support the manager to meet agreed targets, monitor and evaluate income streams on a regular basis.

Operational

- Support the manager to ensure regular staff meetings are organised for staff and produce written meeting notes and actions
- Deliver the best practice in the design and delivery of activities for Futures Halls and Fun Factory.
- Manage the work, performance, personal appraisals and development of staff in the team where appropriate.
- Promote and practise relevant health and safety and fire safety standards in line with MFF and other statutory regulators for both Futures Halls and Fun Factory & Futures Cafe
- Working with the CEO and Manager to produce budgets for both Futures Halls, Fun Factory & Futures Cafe ahead of the new financial year taking into consideration potential expenses for maintenance and replacement of any equipment.

- Support the manager to build the team capacity, ensuring adequate staff for the expected levels of business is maintained for Futures Halls, Fun Factory & Futures Cafe.
- Ensure that timely purchase orders are completed for Futures Halls, Fun Factory and Futures Cafe
- Keep the venue as busy as possible during off peak times through effective marketing of party bookings and venue hire. In line with this, liaise with external clients and plan and deliver food and drinks menu for special events and private hire.
- Ensure staff deliver a professional and friendly customer service at all times and that they are fully briefed on the rules, menu, special offers and other relevant information.
- Promote parties, events and offers, ensuring posters and marketing materials are available.

Partnership

- Develop and maintain effective liaison with all partners and improve the efficiency of both Futures Halls and Fun Factory.
- Maintain effective internal coordination and cooperation within Futures Cafe, the Fun Factory and MFF team.

Reports and Monitoring

- Support the manager to produce comprehensive monitoring data and reports at regular intervals that accurately reflect the increase in sales for Futures Halls, Fun Factory & Future Cafe.
- Support the manager to ensure that all expenditure, outputs, as well as outcomes are in line with agreed and approved processes and guidelines/policies of MFF.
- Support the Community and Youth manager to prepare budgets at least three months ahead of the financial year for both Futures Fun Factory and Futures Halls with assistance from the MFF Finance.

General

- Successful applicant will be subject to a DBS check.
- To make presentations on the work of the project externally and internally as necessary; contribute to corporate reports, documents, presentations, evaluations and other centrally prepared activities.
- As an MFF employee, attend meetings as required, including committee meetings and specialist forums; attend training sessions in line with work reviews and as agreed with the Chief Executive.

This list is not exhaustive, and you may be required to carry out any other reasonable duties.



Person Specification

This acts as selection criteria and gives an outline of the type of person and the characteristics required to do the job.

Essential (E): without which candidate would be rejected.

Desirable (D): useful for choosing between two good candidates.

Please make sure, when completing your application form, you give clear examples of how you meet the essential and desirable criteria.

Essential/ Desirable	Criteria
E	Similar management role within the customer services sector and will have a good working knowledge of Health and Safety, food hygiene and first aid
E	Able to develop and maintain effective professional relationships and partnership working arrangements
E	Some knowledge of legislation in the running of an indoor play park (or similar) and a good understanding of Health and Safety & Food and Hygiene
E	Able to plan and monitor the effective and efficient use of resources with good project, financial, budget management and business planning skills to meet and exceed financial targets
E	Excellent organisational and leadership skills that can motivate, lead and direct staff to deliver a good level of customer service
E	Working in a managerial position within a family entertainment, /Children’s environment, leisure/community centre, café/restaurant or similar soft play leisure facility with café attached
E	Excellent communication skills including an ability to negotiate and influence others.
E	Good ICT skills including Word, Excel, Access and Email
D	Understanding of issues around regeneration of local communities

Experience of

E	Overseeing capital/revenue projects including supervising staff and contractors
E	Two to three year’s work experience in a similar role
E	Some Experience of budget management and project monitoring/ goal setting

D	Working with a broad range of people from different backgrounds in a busy environment
D	Working in the catering and hospitality industry

Personal Attributes

E	Confident and flexible
E	Able to work in a team
E	Have a good level of physical health

Other Requirements

E	An understanding of Equal opportunities and a commitment to implementing this into service delivery
E	Understanding of confidentiality