

Position: Termon Complex Manager

Responsible to: ADoPT (Assoc. for the Development of Pettigo & Tullyhommon)

Location: Termon Centre, Station Street, Pettigo, Co Donegal

**Job Purpose:**

The management, promotion and development of indoor and outdoor services at the Termon Complex based on a policy of efficiency, effectiveness and value for money and which will cater for the needs and interests of the local population and the interests of visitors to the district.

**Objectives:**

* Maximise the potential of the facilities through planned levels of usage and the implementation of appropriate leisure and social programmes.
* Provide a high standard of services responsive to the needs of users and customers through an effective system of management and administrative control and the efficient performance of employees.
* Achieve financial targets, established by Termon Complex Ltd. through the maintenance and monitoring of systems of financial control.

**General Activities:**

* Plan and programme the use of the sports facilities both indoor and outdoor with the objective of obtaining the best possible returns.
* Plan and develop a year-round programme of arts and cultural activities, entertainment & sport including liaising with local and national production companies, theatre groups, musicians and performers.
* Develop conferencing opportunities and prepare competitive packages for corporate groups
* Manage, control and allocate duties to employees to ensure that effective control and supervision is in place at all times.
* Continually identify new revenue streams and implement procedures to maintain the financial viability of the complex.
* Monitor and review performance of employees, whereby a high standard of service is provided in the most efficient and productive way; the effective management of attendance/absenteeism.
* Ensure planned management and maintenance are undertaken as required including lifts, heating, security and alarm systems.
* Prepare estimates with due consideration to the limitation on resources.
* Prepare regular operational and financial reports; administer and record all monies received in accordance with directions. Reports to be presented to the board of directors on a monthly basis.
* Revise programmes as necessary and assess the viability of programmes on a regular basis; initiate and develop new programmes.
* Implement regular maintenance programmes in respect of facilities and equipment and ensure the safe and secure storage of equipment.
* Oversee and liaise with franchises within the Centre to ensure that licence conditions are adhered to and that a good quality service is provided.
* Prepare and maintain communications and marketing plans for the Complex to include both online and offline communications channels and utilise all potential opportunities to maximise publicity for the complex.
* Provide a high level of customer support; respond to complaints from customers, user groups and patrons in a courteous and professional manner at all times.
* Implement the required level of health and safety procedures; carry out risk assessments and ensure that the procedures are complied with by staff and public.
* Ensure that all users are aware of and comply with the regulations and conditions of the hire of facilities.

**Qualifications, Experience & Competencies:**

* A third level or equivalent qualification in Business, Accounting, Marketing/Communications, or Leisure Management **or**
* A minimum of 18 months (within the last 5 years) management experience which demonstrates evidence of the following competencies:
  + management and supervision of staff
  + team leadership including the establishment of effective working relationships
  + the management of conflict and problem solving
  + financial management including the compilation of budgets and budgetary control.
  + the delivery of services to the public including promoting, monitoring, evaluation and implementing proposals for improvements.
  + knowledge of a range of marketing and communications protocols
  + knowledge & experience of fire, health and safety procedures in public buildings
  + Effective communication (written & oral), relationship building and business

networking skills

* + Competence in the use of information technology

**Salary:** €40,000 gross per annum

**Hours of Work:** The normal working week will be 39 hours, excluding lunch; irregular and additional hours will be necessary on occasions; normal working hours will include weekends and public holidays.

**General:**

1. The postholder will be based at the Termon Centre, Station Street, Pettigo, Co Donegal.
2. This is a fixed term contract until 31st December 2020 **(subject to continued funding)**.
3. Garda Vetting is required for this post.
4. The appointment will be subject to:
   1. satisfactory references (one of which should be the present or most recent employer).
   2. the production of evidence of qualifications listed on the application form.
   3. A satisfactory standard of attendance, conduct and performance in the range of tasks involved.
   4. the satisfactory completion of a probationary period of 3 months.