Hastings Borough Council

Job Description

Job Title
Resort Manager

Directorate
Operational Services

Grade
3

Reports to
Marketing & Major Projects Manager

Location
Muriel Matters House

Purpose of the Job
Manage and develop effective leisure services on Hastings seafront and foreshore, The Stade, Cliff Railways, and Hastings Castle, maximising commercial opportunities and maintaining a safe environment for all users. Effective maintenance of coast protection/sea defence assets and flood risk management policy.

Main Responsibilities

- Manage the operation and maintenance of all promenade, beach and foreshore to ensure the highest standards of safety and presentation for all users.
- Develop and manage an effective seafront safety and beach lifeguard service ensuring that statutory requirements, legislative changes and training needs and other procedures are implemented in order to fulfil criteria for appropriate national/international seaside awards and provide a safe leisure environment.
- Develop and monitor integrated leisure facilities through a seafront strategy management plan in consultation with users and external organisations and develop existing commercial operations and new opportunities to maximise the Council's income.
- Undertake the operational management of the cliff railways, planning and managing resources ensuring compliance with H&S regulations to deliver efficient and effective services for the community and visitors.
- Manage the contract with Blue Reef for the operation of Hastings Castle
- Manage the facilities and event management including the Council's booking systems and provision of advice and guidance to event organisers to ensure optimum usage and income.

- Manage and maintain flood risk management, coast protection and sea defence structures, developing and delivering shoreline management plans, coastal defence strategies and individual local beach management plans to ensure statutory and legal obligations are fulfilled.

- Support the management of the Council's seafront property portfolio.

- Manage the implementation of the foreshore trust's annual business plan and associated operations.

- Act as lead officer for the coastal users' group, drafting, presenting and auctioning papers as necessary.

- Monitoring and supervision of budgets and cash handling

- Participate in an annual performance appraisal based on agreed objectives that are linked to the Council's corporate objectives and priorities.

- Ensure that all duties and services provided are in accordance with the Council's Equalities and Diversity policies and procedures.

- To comply with individual responsibilities, in accordance with work role for health and safety in the workplace.

- Ensure that all duties and services provided are in accordance with the Council's Child and Vulnerable Adult Protection policies and procedures.

- All employees may be called upon to assist with a range of elections duties for the Council on an occasional basis when elections are called. Participation in elections duties is subject to the terms and conditions as determined from time to time by the Returning Officer or Central Government.

- Undertake such other duties and tasks appropriate to the grade and character of work such as changes in information systems and new technology as may reasonably be required. Therefore, the above list of key result areas in this job description should not be regarded as exclusive or exhaustive.

The key result areas to this post are set out in this job description. It should be noted that the Council reserves the right to update the job description from time to time to reflect changes in or to the post after consultation about any proposed changes. Significant permanent changes in duties and responsibilities will require revisions to be made to this job description.

Person Specification

Job Title

Resort Manager

Directorate

Operational Services

Essential Requirements

Qualification

1. Degree or equivalent in business management or equivalent experience

Experience

2. Experience of the management and delivery of large and complex projects
3. 5 years minimum of direct experience in visitor venues or leisure facilities management
4. Experience of commercial operations.
5. Health & Safety management experience
6. Previous experience of the management and supervision of a diverse staff team

Knowledge

7. Knowledge of coastal protection and flood risk management
8. Knowledge of H&S regulations

Personal Aptitude and Skills

9. Excellent communication skills and able to build up good working relationships with number of external agencies and organisations
10. Good negotiation and influencing skills
11. Good time management
12. Budget management skills
13. Problem solving skills
14. IT skills

Behavioural Approach

15. Commercial awareness
16. Able to work independently
17. Self motivated

Further behavioural information can be found in our Management Competency Framework which is included in this pack. Interviews will include competence based questions and our managers are appraised against the framework as part of our performance management process.

Circumstances

18. Able to attend meetings and events at weekends and evenings

The above qualities will be assessed in the first instance on the application form and again at the interview stage if selected.

Desirable Requirements

Qualification

19. Coastal Management qualification
20. Health & Safety qualification

Experience

21. Local Authority experience
22. Experience of report writing, presentations and project management

Knowledge

23. Knowledge of coastal, marine and heritage related issues
24. Knowledge of tourism industry and development of tourist attractions
25. Knowledge of cliff railway legislation and regulations