

Job Description

Facilities/Business Development Manager

Position: Facilities/ Business Development Manager	Department: MK Dons SET	Reporting to: Chief Executive Officer
Salary: £31-35,000	Contract: Permanent	Hours per week: 37.5 (5 days out of 7)

Job purpose:
 MK Dons Sports and Education Trust (SET) is recruiting for an experienced and commercially-minded Facilities/Business Manager to join our team, overseeing MK Dons SET portfolio of sporting facilities.

As a Facilities/ Business Manager for MK Dons SET you will lead your team within your department to deliver exceptional financial performance, standards and customer service.

You will also ensure that your teams carry out vigorous plans to maximise opportunities and minimise risk, whilst you will lead on establishing efficient and effective methods to motivate and develop your team to achieve success.

Key Roles:
 Some of the main tasks and responsibilities include:

Planning Timescales:

- Contributing to the development and delivery of MK Dons SET business plan and specifically the Facilities Team

Budget Management:

- Ensure the development, implementation, and compliance with annual financial targets for Facilities Team
- Drive income streams for your department, seeking additional profit streams
- Ensure centres and contracts are appropriately resourced so that they are able to effectively deliver development plans, contractual terms and conditions, and business objectives

Lead & Develop

- Support the overall process of management and corporate decision making to ensure your area maximises its short-, medium- and long-term profitability
- Ensure individual centres fully comply with all relevant legislation and best practices
- Ensure practice is anti-oppressive and complies with Equality, Diversity and Inclusion policies for MK Dons SET at all times
- Ensures that all team members, volunteers and centre users comply with MK Dons SET safeguarding policies and reporting processes are followed at all times.

Impact & Influence:

- Ensure your contract's operational objectives and standards of performance are owned by your team, and all centre employees.
- Ensure high quality leisure facilities are kept, and ensure appropriate standards of conduct are established and complied with at all times

Communication

- Ensure customer and client relationship management strategies are fully implemented within your work
- In conjunction with the Senior Leadership Team, implement effective recruitment, people management, development, retention and succession planning strategies

- Ensure the workforce completes all necessary mandatory training and qualifications, to ensure compliance and safety

Decision Making

- Make decisions on day-to-day operational issues.
- Work with line manager to agree and deliver larger decisions.

Skill Level

- Be an active part of the SET team, both in sales and planning, as well as the event itself.

Operating Parameters

- To conduct sales calls to existing and potential clients increasing the SET client base.
- To meet and tour prospective new clients around the facilities and present the variety of opportunities available to prospective new clients.

Essential & Desirable Job Criteria:

About You

To be successful as a Facilities/Business Manager you will need significant previous experience of managing commercial sites, along with an excellent understanding of their importance within the local communities of the sites you inherit.

To be successful in this role, you'll also need:

A proven track record of financial planning and achievement (E)

Business development experience including budget management (E)

Demonstrated ability to lead, inspire and develop teams of people (E)

Excellent communication skills (E)

Excellent problem solving and analytical skills (E)

A wealth of initiative to take responsibility for any concerns or risks, and resolve these effectively (E)

Demonstrated ability to manage large-scale projects (E)

A good understanding of Safeguarding processes while managing facilities (E)

A good understanding of Equality, Diversity and Inclusion and can apply them in practice (E)

Excellent time management (E)

Confident use of office administration systems (E)

Desirable

Experience of managing leisure facilities and in particular community/ football facilities (D)

Confident understanding and application of data booking and entry systems for facilities management (D)