General Manager

Splash, Active Living Centre and Connect Centre

37 hours per week

Grade 11, £50,758 - £54,216

Newport Live is an award winning not for profit sport, leisure, and cultural trust; and registered UK Charity with an excellent track record of delivering innovative programmes and services to our communities and residents that 'inspiring people to be happier and healthier'.

We are in the process of preparing to open a brand-new leisure centre, Splash, in early 2027 making this a very exciting opportunity to put your stamp on our newest location.

We are looking to recruit an individual that has the drive and passion for working in a sporting and leisure environment and can demonstrate on a daily basis our core values of: Care, Passion, Teamwork, Inspiration, Innovation & Inclusivity.

The successful applicant will be based at Splash and across other Newport Live venues. The role will lead the operational and commercial performance and customer experience for the facilities and services which operate out of the facilities.

Employee benefits include :

Access to a Local Government Pension Scheme
Annual leave 25 days rising to 32 days plus 8 bank holidays
Free employee health and wellbeing membership and family discount
Career development opportunities
Employee discount on food and beverages in Newport Live facilities

For an informal discussion about the post please contact Newport Live enquiries on 01633 656757 and ask to speak with Neil Sargeant (Director of Operations, or email neil.sargeant@newportlive.co.uk

Application Process

Please complete a Newport Live application form and return to jobs@newportlive.co.uk by Sunday 22nd November 2026.

Interviews to be held week commencing Monday 23rd November 2026.

Job Description

POST:	**General Manager**
JOB PURPOSE:	Effectively and efficiently lead staff teams to perform at their highest level every day and achieve business outcomes, targets and standards through delivering Newport Live's values
RESPONSIBLE TO:	Director of Operations
SALARY:	£50,758 - £54,216
KEY RELATIONSHIPS:	Executive Team, Heads of Department, Customer Success Team, Leisure Operations Officers, Newport Live colleagues, key stakeholders, and customers.
BASE LOCATION:	Splash, Active Living Centre and Connect Centre
MANAGEMENT RESPONSIBILITY:	Assistant General Manager, Leisure Operations Officers.
WORKING HOURS/ PATTERN:	This post will require the post holder to work flexibly including early mornings, evenings, and weekends on a regular basis.
TRAINING:	The post holder will be required to attend staff training programmes relevant to their post.

I will be successful in my role when:

1 All my key performance outcomes operational responsibilities are consistently delivered to a high standard

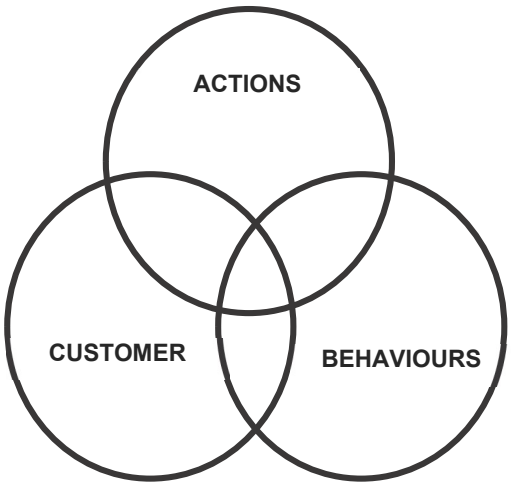
2 I achieve all key performance indicators specific to my role

3 I role model the behavioural values of Newport Live through my performance

4 I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers

5 Through my performance and passion, I inspire people to be happier and healthier

HOW MY PERFORMANCE IS MEASURED



***DISCLOSURE AND BARRING*:**

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

Key Performance Outcomes, Responsibilities & Accountabilities

Operational

1.1	To act as the key accountable person for facilities operations and activities.
1.2	Maintain all areas of your facilities, both internally and externally, to the highest standards of cleanliness, hygiene, safety, and presentation.
1.3	Manage the operations with pace and energy delivering exceptional standards of customer engagement and service in the most efficient and sustainable ways.
1.4	Be the owner or the development, management and ongoing updating of Normal Operating Procedures, Emergency Action Plans, Business Continuity Plans and all risk management processes for the facilities, activities and teams. Ensure risk reduction plans are regularly updated and actions are carried out.
1.5	Ensure all equipment and mechanical plant is maintained in a clean and safe condition in accordance with manufacturers guidance, calling upon the appropriate partners or contractors where appropriate.
1.6	Ensure all opportunities, challenges and problems are addressed as they arise with urgency.
1.7	Maintain an accurate inventory of your facilities equipment and assets.
1.8	Ensure optimal environmental conditions are always maintained and look to reduce energy use and wastage wherever possible.
1.9	Ensure employee rotas are maintained to reflect optimal service delivery and remain within associated budgets.
1.10	Ensure administrative tasks such as timesheets, event costings, bookings, procurement, and correspondence are completed in a timely manner and are in line with agreed standards and audit requirements.
1.11	Provide operational cover for staff where required to maintain operational continuity and excellent levels of customer service.
1.12	Attend management meetings as directed to ensure clear communication from strategic teams to the operational teams in relation to service developments, daily operations, and change management processes.
1.13	To lead development, organisation, and delivery of all events within your facilities to ensure smooth operation and consistently high levels of customer satisfaction are achieved.

People

2.1	To lead recruitment, induction and training and support teams via 121, and group meetings. Drive and support the personal development plan process for your teams.
2.2	To create a successful and supportive culture based upon Newport Live values with a highly energised atmosphere for staff to thrive and provide exceptional service to our customers.
2.3	To constantly motivate the team, keep spirits high and help them achieve great things by working together, caring about each other and always maintaining a sense of humour.
2.4	To take full responsibility for all aspects of the daily line management of your direct reports.
2.5	Role model and lead by best practice, to ensure all your direct reports demonstrate the Newport Live values, whilst delivering their core responsibilities and accountabilities.
2.6	To provide clear direction, support, communication, and regular feedback on their performance and that of the facility and department.
2.7	To ensure all new staff are thoroughly inducted, and the probationary period is properly managed, reviewed and concluded in accordance with associated policies.
2.8	To ensure all your staff are provided with the resources, training and development they need to maintain and acquire the competencies and capabilities to perform their job to the highest standard and fully contribute to achieving the Newport Live targets and goals.
2.9	To actively manage staff performance to ensure all individuals are meeting the minimum job requirements and continually improving their performance.
2.10	To take fair, decisive and swift remedial action when your teams conduct falls below an acceptable standard. This may involve following disciplinary, capability or inability processes.
2.11	Provide guidance and feedback to help others strengthen specific knowledge and skill areas.
2.12	Proactively work with colleagues and other teams and departments to deliver upon business targets.

Finance, Resources and Governance

3.1	To be accountable and responsible for facility performance targets including the achievement of income targets and the management of expenditure budgets including employee costs.
3.2	To regularly review business performance KPIs on a daily basis, taking action to keep the business on track and provide financial reporting and insight to the Executive Team.
3.3	To be committed to the Health and Safety Policy and be fully aware of your key responsibilities and priorities, taking the upmost care and proactive action to ensure your facilities and our colleagues operate in a safe, legal and compliant manner.
3.4	To ensure all aspects of the operation and working practice complies with legal requirements and strictly adheres to Newport Live operating procedures detailed in a Quality Management System.
3.5	Ensure all financial, data and information sources are maintained in line with Newport Live policies and procedures including Financial Regulations and General Data Protection Regulations, polices and best practice.
3.6	Review checklists, records and logs to ensure facility standards are maintained and take corrective actions where standards have not been met.
3.7	To be a champion for IT systems used for facility operations and to lead team to develop their skills within the various applications.
3.8	Lead on recruitment and onboarding of new colleagues starting work within the business in accordance with Human Resources, IT and Digital and other policies to ensure colleague's inductions are structured and provide positive experiences of Newport Live.

Business

4.1	To establish, develop and maintain effective working relationships with businesses, partners, stakeholders, and the local community whilst continuously monitoring local competitors.
4.2	To fully utilise Newport Live business intelligence tools and processes to proactively attract new members, clubs, partners and stakeholders and maximise opportunities to improve the performance of the business.
4.3	To review business performance on a daily basis, take action to keep the business on track and provide financial reporting together with business insights to the Executive Team.
4.4	To initiate sales and marketing activity that drives customer engagement, use and occupancy of all facility area, driving membership growth and finding new and creative ways to increase additional revenue streams.
4.5	To work closely with the Executive team and staff to develop an ambitious business plan and take responsibility for meeting and exceeding associated targets.
4.6	Lead revenue generation by working closely with Business Development and Marketing teams, enhanced with your own innovation and entrepreneurial flair.
4.7	Bring the Newport Live strategy to life through effective and inclusive programming and facility management.
4.8	Make your staff proud and your customers feel they belong by being an amazing ambassador for Newport Live.
4.9	Achieve outstanding business results by setting ambitious goals and relentlessly driving business performance – outsmart the competition and exceed the business plan.

All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.

All employees are expected to understand be committed to the Health and Safety Policy statement and be aware of his/her responsibility for key priorities.

All employees are expected to demonstrate commitment and enthusiasm to promote the principles of Equality and Diversity in employment and service delivery.

Newport Live is committed to Safeguarding and promoting the welfare of Children and Adults at Risk and expects all team members to share this commitment. Background checks including DBS (or equivalent) will be carried out for all roles where it is required.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

NEWPORT LIVE
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General Manager – PERSON SPECIFICATION

Area	Essential	Desirable
Qualifications	1.1 Educated to Degree level or equivalent or a minimum of 5 years managerial experience (A,C) 1.2 NEBOSH General Certificate or equivalent (C) 1.3 RLSS National Pool Lifeguard Qualification (C) 1.4 First Aid at Work Certificate (C) 1.5 Pool Plant Operations Certificate (C)	1.6 Fire Warden Certificate (C) 1.7 RLSS National Pool Management Certificate (C) 1.8 Qualifications and experience in delivering training (C)
Knowledge, Skills & Competencies	2.1 Successful and effective business planning, financial and budget management skills(A) 2.2 Fully understand responsibilities for the General Data Protection Regulations (I) 2.3 Thorough knowledge of Health and Safety legislation and guidance (I) 2.4 Through knowledge of Safeguarding policies and protocols (I) 2.5 Knowledge and understanding of the use of IT systems and applications to underpin business operations, insight and intelligence (A) 2.6 Sound knowledge of Human resources policy and the performance management of people (A) 2.7 Ability to work to deadlines and prioritise projects, and workloads accordingly. (E)	2.8 Experience with configuration and operations of leisure management databases (A)
Experience	3.1 Experience of delivering successful commercial outputs aligned to operational and organisational business targets and plans (A) 3.2 Demonstrable experience of solving problems and overcoming challenges (I) 3.3 Demonstrable operational management experience in leisure, hospitality or similar industries (A)	

	3.4 Experience of using IT and digital solutions to deliver efficient, effective and successful business and customer experience outcomes (A) 3.5 Experience of leading, coaching and mentoring teams within a busy customer facing environment (A) 3.6 Experience of project successful management (I) 3.7 Experience of managing assets, contractors and scheduling programmes of work whilst having competing demands upon resources (A)	
Personal Attributes	4.1 Possess the relentless desire for personal and continuous performance improvement in a business environment. (A) 4.2 Demonstrate a passion for customer service excellence. (I) 4.3 Work well individually and as part of a team (I) 4.4 Possess an assertive and confident attitude. (I) 4.5 Demonstrate determination and perseverance (A)	
Other	5.1 Be physically able to undertake all aspects of the role (A) 5.2 Be able to work varying shift patterns to include early mornings, evenings, and weekends. (A) 5.3 Posses full driving licence and ability to travel across the city and UK as required (A)	5.4 Member of leisure industry specific body (C)

Method of assessment (* M.O.A.)

A: Application form (including shortlisting)
C: Certificate
E: Exercise
I: Interview
P: Presentation
T: Test
AC: Assessment Centre

Updated 23 October 2026