

Sports Facility Manager Job Description

Duties and Responsibilities:

- Manage the daily operations of the facility, including maintaining equipment, managing staff, scheduling events, practices, and rentals, and ensuring effective use of the facility
- Ensure the smooth operation of sports facilities and provide a perfect experience for athletes and onlookers
- Provide effective leadership that ensures all sport facilities staff understand and work to assist business objectives
- Maintain and keep the facility clean and safe through engagement in routine maintenance assignment and personal improvement
- Oversee areas related to HR within facility operations, health and safety, stakeholder engagement, and procedures
- Discover and plan future sport facility development, especially in planning for the best operational efficiency and end user experience
- Guide and motivate the facilities operations assistant management team in the areas of personal development plans, individual work programs, and team review
- Collaborate with other senior colleagues, teams, facility users, coaches, and other stakeholders to review best practices and innovation in customer service
- Implement safety protocols, manage emergency procedures, and conduct regular inspections to ensure safe and secure environment
- Build and enforce facility policies and processes, such as facility maintenance, booking and scheduling processes, and safety protocols to ensure smooth operations and compliance with regulations
- Manage finances and carry out financial planning, forecasting for the facility, and budgeting, and ensure planned maintenance and equipment renewal is scheduled and resourced accordingly to ensure outstanding customer service delivery

- Ensure proper setup and logistics for events, working with event organizers and teams to meet their needs
- Provide and supervise the facility's operational budget, including expense control and revenue generation
- Consistently review the quality of services across the relevant sports facilities, ensuring there is a culture of on-going service development
- Appoint, instruct, and oversee facility staff, including security, customer service, and maintenance personnel, providing advice and guidance on all aspects of facility operations and customer service development
- Ensure safety of facilities for all users, including responding to emergency situations, enforcing safety protocols, and maintaining security measures
- Work closely with budget operators within sports facility operations to ensure revenue and expenses remains at the approved budgetary targets for the designated sports facilities
- Ensure full compliance with all legal commitments, such as building, fire, and health and safety regulations
- Compile, examine, and explain data associated with facilities to allow accurate management decisions in executing sports plans.

Sports Facility Manager Requirements – Skills, Knowledge, and Abilities

- **Communication:** The ability to interact and communicate effectively with different stakeholders, including vendors, sponsors, athletes, teams, event organizers, and internal staff is strongly required among sports facility managers. For successful collaboration and smooth operation of the facility, sports facility managers should make both their written and oral communication to be brief and clear.
- **Effective Time Management:** Sports facility managers need time management skills to be able to prioritize tasks, handle multiple projects, and meet deadlines to ensure smooth operations. Excellent time management will also help sports facility managers to maintain records on the infrastructure, processes, and machines that organizations depend on for operations, ensure that projects are completed on time, and time scheduled properly.

- **Strong Leadership:** This comprises the ability to inspire and oversee staff, delegate tasks effectively, provide guidance, resolve issues, develop a positive team environment, and reach successful outcomes. Having this skill will help your team achieve their best and meet deadlines within a specified period.
- **Problem-solving:** In order to keep the facility run smoothly, sports facility managers need the ability to think on their feet and devise effective solutions. They need the willingness to learn and manage different tasks so they can understand the complexity of sports facility management. But with the right knowledge and skills, they can discover innovative solutions that make managing facilities easier and more efficient.
- **Organization:** Sports facility managers need strong organizational skills to manage multiple tasks effectively, make the best use of them, and meet deadlines. Organizational skills also help in monitoring the facility, scheduling shifts, and solving problems if they arise.
- **Customer Service:** Effective customer service ensures that athletes, onlookers, and event organizers have a positive experience at the facility. It helps sports facility managers in addressing issues, resolving conflicts, creating a positive experience for athletes, and thriving to meet customer requirements.
- **Adaptability:** Sports facility managers need to be adaptable and resilient in their role for the success of the facility. As the sports industry is fast-paced and ever-changing, they need to be flexible to adjust to these changing situations, sudden challenges, and new technologies. This should not just be to react to changes but seek opportunities for innovation and improvement. With adaptability skills, sports facility managers can easily handle uncertainties, guide their teams through transitions, and ensure the success of their facilities.
- **Team Management:** Having a team of staff members to manage, such as the company's maintenance workers, security teams, and cleaning squads is one essential assignment of the sports facility manager role. They must have the ability to find the way for individual employee income, design weekly schedules, and delegate tasks. It's also crucial that they promote harmony and possess the ability to resolve conflicts between staff members.

- **Budget Management:** Sports facility managers need financial acumen and tactical knowledge that will enable them to create and manage budgets, track the flow of expenses for maintenance, establish facility fees, set the right membership prices and ticket costs, hire new employees, determine employee salaries, and make financial strategic decisions to optimize resources while maintaining high-quality standards.
- **Strategic Facility Planning:** Sports facility managers need to plan for future growth, optimize facility use, think strategically about long-term goals, and align with organizational objectives. They need to possess the skills for predicting trends, controlling resource allocation effectively, and ensuring that facilities assist the overall corporate strategy.
- **Interpersonal Skills:** Sports facility managers need the ability to communicate effectively and build relationships with athletes and staff, and other people. Their interaction must be compassionate and their communication very clear and understandable. This also requires the ability to collaborate with other departments or organizations.
- **Knowledge of Sports:** Sports facility managers need to develop a genuine passion for sports and a deep understanding of the sports industry. They need to get familiar with emerging trends and best practices as well as safety standards and regulations related to sports facilities.
- **Technical Knowledge and Maintenance:** Having a strong understanding of the technical aspects concerning facility management is very important for sports facility managers. They need knowledge of building systems, plumbing, electrical, and other vital infrastructure in order to oversee maintenance activities, troubleshoot technical issues, and ensure compliance with health and safety regulations.
- **Risk Management and Safety:** Sports facility managers must be adept in identifying potential risks, implementing safety protocols, and ensuring compliance with safety regulations. They need the skill that will enable them conduct risk assessments, develop emergency response strategies, and encourage a culture of safety. When risk management is prioritized, both the organization and its residents will be protected.