



JOIN OUR TEAM

Centre Coordinator

Sir Craig Reddie Badminton Centre / Glasgow

Lead a welcoming, safe and well-run home for badminton in Scotland.

SALARY £13.40 per hour £24,388 FTE	CONTRACT Permanent Full time, 35 hours
LOCATION Sir Craig Reddie Badminton Centre Govan, Glasgow	REPORTS TO Business Operations Manager

This is a hands on leadership role at the heart of a busy six court venue. You will lead the Centre Assistant team, support customers, keep the building safe and presentable, and help the centre meet its service, usage and financial targets.

IMPORTANT WORKING PATTERN

All 35 hours are worked during evenings and weekends. There will also be an occasional requirement to attend meetings during Badminton Scotland's core working hours.

THE OPPORTUNITY

Help shape a great centre experience

A visible, practical role combining team leadership, customer service, safety and venue operations.

About Badminton Scotland

Badminton Scotland is the national governing body for badminton in Scotland. We promote and develop the sport from grassroots activity, clubs, leagues and competitions through to the highest performance level, while providing services for players and coaches across the country. Working with sportscotland, sponsors and partners, we administer and support the game at every level.

About the centre

The Sir Craig Reddie Badminton Centre is a six court venue at Bogmoor Place in Govan, close to the Queen Elizabeth University Hospital. It has served the local community since 1980 and is home to approximately 200 regular players and 20 clubs.

Why this role matters

The Centre Coordinator is central to the experience of everyone who walks through the door. By leading the team and running reliable, efficient processes, you will make it easier for people to access badminton, be active and improve their health and wellbeing. Excellent service also helps build a positive view of Badminton Scotland.

THE ROLE IN ONE SENTENCE

Lead the effective day-to-day operation of the centre and motivate the Centre Assistant team to provide excellent customer service at all times.

This role could suit you if you enjoy...

- leading people and setting clear standards;
- solving practical problems in a busy customer environment;
- keeping accurate records and following clear procedures;
- taking ownership for a venue and continuously improving how it operates; and
- helping customers, clubs and visitors have a positive experience.

THE ROLE

What you will do

You will balance hands on venue duties with responsibility for people, standards, systems and performance.

Lead the team and customer experience

- Lead, supervise and motivate the Centre Assistant team.
- Train staff on centre systems, operating procedures, health and safety responsibilities and relevant business information.
- Provide excellent customer service and respond positively to enquiries by phone, email, web and in person.
- Give clear advice to colleagues and customers on the centre and its operation.

Run a safe, clean and welcoming venue

- Maintain the health and safety of staff and customers at all times.
- Ensure the centre is clean, presentable and ready for use, liaising with the cleaner as required.
- Complete and record all relevant daily, weekly, monthly and annual checks.
- Implement a maintenance schedule and oversee the safe setup, adjustment and dismantling of equipment.
- Oversee public safety and behaviour to help prevent injury, misuse and damage while on shift.

Manage systems, finances and performance

- Operate the court booking system and take payment for centre use.
- Receive, secure, reconcile and hand over cash, issuing receipts as required.
- Follow all financial procedures and ensure money is banked appropriately.
- Monitor venue usage and financial performance against agreed targets, reporting to the Business Operations Manager.
- Maintain stock controls for retail, cleaning and other essential materials.

Improve and protect standards

- Identify and communicate opportunities to improve centre service and performance.
- Notify the Business Operations Manager of non-compliance or issues that require escalation.
- Provide reports on centre performance when requested.
- Work within agreed policies, procedures and authority levels, and undertake other duties relevant to the role when required.

ABOUT YOU

What we are looking for

We are looking for a dependable people leader who combines excellent service with careful, practical venue management.

ESSENTIAL	DESIRABLE
• Experience of managing staff, ideally in a customer-focused leisure environment. • Good administrative and communication skills, with strong literacy and numeracy. • A reliable, socially responsible and professional approach. • Ability to train staff on relevant policies, processes and systems. • Customer facing and customer care experience. • Awareness of relevant COSHH and health and safety requirements. • Ability to receive and reconcile payments in different forms. • Ability to set up, dismantle and adjust standard venue equipment safely. • Ability to work on your own initiative within agreed procedures. • Availability to work the required evening and weekend pattern.	• A CIMSPA or other qualification relevant to the role. • A valid first aid certificate. • Completed COSHH training. • A good understanding of sports-centre operations. • A positive and confident approach to handling enquiries.

Your approach

- Positive, confident and helpful with customers, colleagues, staff, volunteers and visitors.
- Comfortable expressing your view and contributing ideas for continuous improvement.
- Confident communicating by telephone and digital channels, with strong attention to detail.
- Alert and professional, including when responding to challenging people or situations.

PRACTICAL INFORMATION

Before you apply

Please review the working pattern and role requirements carefully.

Job title	Centre Coordinator
Department	Sir Craig Reedie Badminton Centre
Location	12 Bogmoor Place, Glasgow G51 4TQ
Reports to	Business Operations Manager
Contract	Permanent
Hours	Full time - 35 hours per week
Working pattern	All 35 hours are worked during evenings and weekends, with occasional meetings during Badminton Scotland's core working hours.
Pay	£13.40 per hour / £24,388 FTE. Badminton Scotland pays the real Living Wage.
Disclosure	Basic Disclosure required

Safety, safeguarding and standards

You will take an active role in your own safety and the safety of colleagues and people in your care, particularly young people. You must report or act on hazards and must not interfere with equipment you are not trained or authorised to use.

Following training, you will be expected to understand and fulfil your responsibilities under the centre's Emergency Action Plan and Normal Operating Plan, and Badminton Scotland's health and safety and child protection policies. The role must also be carried out in line with Equality Act requirements.

Working environment and demands

This is primarily an indoor, centre based role. It includes supervision of staff, cleaning duties, use and setup of standard equipment, and responding appropriately to a wide variety of situations. Work is guided by established routines and procedures, with judgement required to know when an issue should be escalated.

How to apply

APPLICATION DETAILS

Please submit your CV and covering letter to recruitment@badmintonscotland.org.uk by 12 noon on Monday 21st September. Please complete our equality monitoring form - <https://form.jotform.com/262184299834065>

Interviews: To be held week beginning 14th September

Questions about the role: Contact Alan Martin – Business Operations Manager (bom@badmintonscotland.org.uk)