

Nominee's Name:

Oliver Stacey

Organisation Name:

GLL

Your Nominee's place of work:

GLL - Kensington Leisure Centre (London)

Please provide a narrative (600 words max) about your nominee in the space below:

Oliver displays all the characteristics of a great leader and the results are seen simply by observing the way he interacts with his team and customers on a daily basis, not withstanding the impressive key performance indicators achieved in a challenging environment.

Oliver has worked in the industry for over 10 years, initially starting his journey via GLL's Graduate Trainee Manager Scheme progressing to his current role as General Manager of Kensington Leisure Centre. Oliver was responsible for mobilising and opening this brand new £27 million facility in early 2015 and has overseen the development of an impressive activity programme which offers a range of over 70 activities per week and facilitates in excess of 40,000 visits per month.

Oliver has created a culture of empowerment within his staff teams, encouraging staff to contribute to the development of the service. Often you will find Oliver delivering a mini training session to a group of staff, one-to-one chats to upskill on a specific area or discussing what their next contribution to the social media channels will be. This approach is illustrated by the fact that there is a clear culture of personal development and succession within the centre with eleven staff promotions within the past twelve months.

It is often the case that great leaders are especially highlighted during testing times. In June 2017, Oliver did exactly that and more. The unfortunate Grenfell Tower fire tragedy occurred on the doorstep of Kensington Leisure Centre and Oliver was the first staff member on the scene at the centre, facilitating its use as an initial triage unit and base of operations for the emergency services. Despite the harrowing scenes witnessed, Oliver managed the situation impeccably, both immediately and in the aftermath. During this period of uncertainty, Oliver's main priority was to ensure the centre team remained informed and also supported as many lost friends and family members (plus centre users they knew personally) in the tragedy. Leading by example, the centre team reopened the facility doors public (following consultation and support meetings with staff) eight days after the incident and have done their part to begin the healing process for the local community.

Oliver and the centre team have been commended for their actions to aid the relief effort by several emergency services - example shown below:

Stewart Cundy – Commander – Specialist Crime Investigations

"At the start of the incident and in the subsequent days I witnessed first hand the critical role you played in supporting the emergency response to the disaster. I am immensely grateful to you and your colleagues for the use of your facilities. Without your support and generosity our response would have been even more challenging"

Despite such challenges, the centre continued to perform admirably across all areas in 2017 under Oliver's leadership:

- Customer Satisfaction Rating: 95% (+9% year-on-year)
- Net Promoter Score: +37% (3rd in GLL)

Recognising Kensington's role in the healing process for the community, Oliver is working with local partners to ensure Kensington LC contributes to the relief effort. This has resulted in subsidised and free use of meeting spaces, hosting community events for local residents, free activities (swimming, gymnastics and trampolining), development of a free membership scheme for local residents and development of a 'one stop shop' community programme and more. These are all designed to increase participation by the local community and promote the benefits of physical activity as part of the healing process.

Under Oliver's stewardship, Kensington Leisure Centre was recognised for their contributions to GLL in 2017 at the Annual Awards with nominations in three categories, and awarded the Pride Award.

