
Job Description

Job Title: Centre Manager
Reporting to: Managing Director
Hours of work: Full Time 40hrs – including evening and weekends

Principal Responsibilities

As Centre Manager you will be responsible for managing all aspects of the climbing wall. You will be expected to handle all tasks given to you in an appropriate and professional manner. You will play a key role in promoting your wall, managing the staff and providing a safe climbing environment for customers.

Summary of Tasks

The centre manager responsibilities and tasks cover the following areas:

Staff

- Identify staffing requirements and recruit candidates for Instructor and Supervisor positions. Ensure completion of the appropriate administrative procedures
- Provide a full induction for all new staff in line with current Company procedures
- Effectively manage the weekly rota's ensuring the correct cover is provided for all supervisor shifts and instructed sessions maintaining a balance of experienced and junior staff
- Ensure that appropriately qualified/experienced staff are used for the various tasks, activities and courses undertaken at the centre
- Act as point of contact for all staff communications making sure they are kept fully informed of any changes or amendments to the company's policies and procedures
- Check staff timesheets against the corresponding rota and process via the Auto Pay system. Resolve any payroll queries with staff or management
- Carry out reviews and annual appraisals for all part time/casual staff
- Identify staff training requirements including in-house development training, soft skills, group management, retail and re-fresher training
- Provide, when required, first level disciplinary actions

Customer Service

- During opening hours the reception desk should be manned by the Centre Manager or a Supervisor at all times
- Liase in a professional and hands-on manner with the nominated person for large school/group bookings and programmes
- Deal with all customer queries and complaints in a polite and professional manner making sure you remain calm and helpful to reach, whenever possible, a mutually agreeable solution
- Ensure at all times that the Code of Practice and Conditions of Use are adhered to

Health and Safety

- Be responsible for relevant health and safety procedures at the climbing centre
- The maintenance schedules must be meticulously adhered to, with a thorough approach to all the maintenance routines. Uncompleted maintenance checks must be reported to your line manager
- All accident forms must be processed in accordance with the Company's current guidelines
- Risk Assessments should be reviewed annually and updated to reflect any new activities or changes

Marketing

- Develop a annual calendar of marketing events such that every month has a clearly defined marketing focus
- Develop and manage a pro-active approach to schools and group sales. This should include an agreed set of sales targets
- Develop a marketing approach for the junior climbing programme. This should include an agreed set of sales targets
- Maintain high quality display information on key products
- Ensure all instructed activity clients are provided with appropriate vouchers upon completion of their activity and a Customer Feedback Form
- Maintain a schedule of courses covering a period of at least 2 months including Beginner, Intermediate and Workshop courses
- Provide regular (Monthly) input to the High Sports web site for activities at your site
- Ensure mechanisms are in place to quickly identify reduced sales volumes for key product lines. Develop promotional activities to pro-actively counter the business impact. This may take the form of marketing initiatives and/or cost reductions

Financial

- Produce a weekly report for your line manager with information on: Business issues, Booking levels (volume and breakdown), banking differences
- Produce a report for periodic management meetings
- Review the performance data available and understand the business profile of customers at your centre
- Submit banking data in accordance with the company's procedures. This plays a vital role in preparing accurate performance statistics
- Any staffing costs which are not directly chargeable to the customer must be kept to a minimum and authorised with your line manager, i.e. maintenance and route setting
- Ensure cash handling and sales are completed accurately. Any discrepancies must be reported to determine if any additional training or actions are required
- Change floats are to be reconciled on a weekly basis or more frequently if differences occur
- Banking should be completed on a regular basis with no more than 4 days takings being held on the premises

Route Setting

- High quality route setting plays a crucial role in establishing good customer relations, particularly with experienced climbers. You should ensure that routes are regularly changed, using a selection of recognised route setters, accurately graded and reflect the needs of all your customer base
- Ensure all route setting is conducted in a safe manner and follows recognised industry practises
- Provide a robust mechanism for customer feedback
- Ensure correct procedures are followed regarding the mitigation and management of spinning or broken holds
- Manage the hold pool and ensure appropriate cleaning routines are followed

Retail

- Displays should be keep well stocked, clean and tidy and all items clearly priced
- Stock should be checked on a regular basis and any data collected input for re-ordering
- Regular promotions should be organised and equipment demonstration events run with key manufacturers

Personal Skills and Experience

- Relevant climbing experience
- Team leadership characteristics
- Strong customer focus
- Well organised approach to task and time management
- Good literacy and numeracy skills
- Solid IT skills with Microsoft products
- Ability to communicate well at all levels
- Awareness of current 'Best Practice' in climbing
- Enthusiastic and flexible approach to work
- Be able to work on own initiative and as part of a team
- Awareness and recognition of the need for health and safety procedures

Desirable qualifications

- Minimum SPA/CWA trained. Ideally SPA or higher assessed.
- Relevant climbing/mountain training
- First Aid