

ROLE DESCRIPTION

Role	Centre Manager	Departments	Climbing, shop, cafe, reception, admin, offsite services
Direct Line Manager	Managing Director		

Main Purpose of the Role

Boulders Indoor Climbing Centre in Cardiff is one of the largest climbing centres in the UK and supports a number of smaller local leisure and school facilities nearby. We provide opportunities to try climbing for the first time, regardless of age, ability or disability, and support people in gaining the necessary skills to become a regular climber. We are passionate about supporting and building a community of climbers through the provision of excellent facilities, exceptional customer service, hosting fun and informative events and lectures, and a vibrant community spirit. We believe this key role is the lynchpin that brings many component parts together, delivering the operational requirement to achieve the company's goals.

Key Responsibilities

The Centre Manager reports directly to the Managing Director and is responsible for all operational processes under the Boulders umbrella including:

- Overseeing all aspects of day to day operational delivery which includes climbing instruction, shop sales, offsite support packages, customer services and reception, health and safety, and maintenance.
- Managing all staff through the necessary hierarchy.
- Dealing with staff rotas.
- Organising staff training and personal development.
- Overall responsibility for health and safety onsite, including keeping up to date with legislation and ensuring all procedures are in place, up to date, and followed accordingly.
- Supporting Head Coach in provision of Route Setting requirements.
- Working with the Administration team on all bookings, admin and finance requirements.
- Actively drive the Boulders customer journey and promote sales in all areas.
- Assisting other Senior Staff members with events, developmental and marketing planning.
- Representing Boulders professionally in all areas and environments.

The ideal candidate should:

- Have experience in managing teams
- Have excellent communication and leadership skills
- Previous experience of working in a climbing environment
- Be energetic and hardworking, and able to use own initiative.
- Be prepared to work flexible shifts including evenings and weekends.
- Have a positive, problem solving attitude.
- Actively seek to improve the company in any way that they can.
- Hold the MIA award (or SPA/CWA with CWLA as a minimum).

This is a full time post based in Cardiff. Salary is £20,000 to £26,000 depending on experience and qualifications.

Please respond with a CV and covering letter to HR@Bouldersuk.com. A full job description is available on request at HR@bouldersuk.com. Closing date for applications is 1st February 2017.