

ROLE DESCRIPTION

Role	Centre Manager	Location	Cardiff
Department	Operations	Dept Lead:	Ollie Noakes

Boulders operates one of the largest climbing centre in the UK, and is one of the larger leisure operators in Cardiff. Operating since 2008 we’ve establish ourselves as a key player in the local area and wider industry. Passionate about opening up the world of climbing to a wider audience, showing how fun, accessible and varied the world of climbing is and providing clear progression pathways for those wanting to participate. We believe that climbing is a sport for life that can result in better health and wellbeing for all participants and an opportunity to travel to new places regardless of age or ability. We are now looking for the right person to enable us to take the next step in expanding our offering by improving and running the operations of our current site in Cardiff.

Main Purpose of this Role

This role will fulfil one of the most senior positions in the company answering directly to the Managing Director. It is an opportunity to positively impact the climbing offering in south Wales and potentially the wider industry. Being successful in the role could create a measurable improvement to the bottom line of the business and lead to larger responsibility within the 5 year strategic development plan.

The objective of this role is the effective and efficient operational delivery of all the climbing centre’s activities and products in order to inspire people into the sport of climbing and make it accessible for them to do so. Largest area of focus will be the effective inspiration; leadership and training of the whole Boulders staff team towards achieving the long term company objectives through excellent customer service, product delivery, and facilities we offer.

The Opportunity

Together with the directors of the business you will assist in creating, implementing and managing a suite of SOP’s to allow the centre to set and deliver a best practice service. You will create, deliver and maintain training and development material to allow our internal and external climbing teams to become centres of excellence.

Accountable for day to day operational management in order to; ensure a high standard of service delivery to customers, efficient running and improvement of operational processes, deployment of staff resources, capitalise of business opportunities that present themselves and you can generate from our existing clients, build a strong team and company culture to support and grow the company.

Primary Results areas:

People management:

Recruitment, development, performance management and motivation

- Boulders strives to be an employer of choice, you will need to provide high quality teamwork, where team know and understand their roles and how to contribute to the growth of climbing and Boulders.
- Select team members with the correct attitude and values to fit in and positively contribute to our culture.
- Minimise staff shortages and optimise staff coverage through efficient rotating
- Optimise staff turnover, ensuring continuity of service, individual team members are developed and can progress in their chosen careers whilst maintaining an efficient cost line.
- Manage absence, maintaining high level of service to our customers
- Motivate and train the team to attract, develop and retain the best talent. Ensuring people are trained to fulfil their roles.
- Ensure succession planning throughout.

Facility Management

- Centre cleanliness, presentation and maintenance
 - o Ensure the centre is always in an excellent state of repair and cleanliness within resources and budget available.
- Health and safety
 - o Deliver health and safety assurance systems using a clear and easily understood version control system that is clearly communicated through the teams.
 - o Train and monitor health and safety auditors that can confidently carry out necessary on site checks on a regular basis.
 - o Ensure all staff awareness and their responsibilities, fully integrated into the safety culture
 - o Deliver and carry out regular PPE inspections, keeping a clear record of reporting whilst developing and maintaining a method of reporting recommendations for change and improvement.
- SOP's
 - o Develop all on site SOP's with the approval of the Directors.
 - o Clearly communicate all SOP's with team members and record their agreement to adhere to that SOP.
 - o Implement systems that encourage team members to recommend improvements or changes to current SOP's.
- Payment processing and cash handling
 - o Overseeing financial processes and transactions
 - o Ensure zero cash variances
 - o All payments correctly received from customers on time
 - o Create opportunities to save money
 - o Create opportunities to generate revenue

Product suite quality and offering

- Manage and develop climbing course programmes to ensure high quality commercially successful sessions.
- Engage an internal core group to discuss and develop new product offerings.
- Working with marketing and climbing functions to agree and deliver well executed new product pilots.
- Work with Reception and Admin teams to actively promote climbing activity both on and offsite, to both current and potential customers.
- Actively seek to create opportunities to grow turnover and conserve costs.
- Actively seek out and build strong relationships with other facilities that either have or might consider having climbing facilities.

Customer service

- Set and uphold excellent levels of customer service to build and retain a raving fan base for Boulders and the sport of climbing.
- Positively engage with the customer complaint process and seek to resolve any issues resulting in retaining customers.

Retail Shop

- Work with front line team to promote and sell the correct products to customers.
- Ensure staff members have the best knowledge to advise customers on what products are right for them.
- Advise on product range on offer.
- Work with suppliers to improve promotion of products to our customers, negotiate purchasing rates and support for internal events.
- Ensure stock and takings are accurately accounted for.
- Ensure ordering process is efficient and we are able to provide excellent customer service.
- Actively seek to improve sales.

Marketing and promotion

- Work with marketing manager to ensure internal promotion of our product offering.
- Manage staff to promote product offering
- Seek out opportunities to positively engage and improve our social media following and presence

Specific Skills

- You will have excellent communication and delegation skills especially within leading small teams.
- Excellent leadership skills to create a strong, engaged team culture.
- Ability to multi task and manage multiple areas at once.
- Used to working under pressure but still maintaining an open door policy.
- Previous experience of the leisure environment
- Training & monitoring customer service
- Previous experience in a sales/commercial environment
- A proactive and practical approach to Health and Safety is essential.
- Previous experience of the indoor climbing environment and its community is desirable

Role Reports to

Direct Report – Ollie Noakes, Managing Director

Indirect Report – Keith Lawrence, Finance Director

Education and Qualifications

At least 3 years' experience in a similar role.

Project Management methodology to foundation level in an application such as Prince 2 is desirable.

Qualified to degree level in a related discipline desirable.

Full clean driving license

