



Centre Manager Job Description

Job Title:	Centre Manager - Birmingham
Job Purpose:	To enable the smooth running of The Depot Climbing Centre, ensure its continual development and remove any barriers to success.
Salary:	£32,000 per annum - Plus KPI related Bonus
Reporting to:	General Manager
Key Responsibilities:	Ensure the efficient and compliant running of The Depot Climbing Center including leading and developing your team, creating and maintaining the highest levels of service standards through your centre, complying to all required legal frameworks and aid in the development and profitability of your centre and the Depot brand as a whole.
Role scope:	You will be working as part of the Depot Management team to facilitate the day to day operations of your centre. This involves removing barriers to success and ensuring that your team has everything they need to deliver the high standards expected from a Depot Climbing Centre. You will be expected to ensure your team is trained to perform their roles to the best of their ability and that they have the correct products and tools to create the best experience for The Depot customers.



Role Description:

Leadership

- To successfully lead your team by consistent development and positive reinforcement.
- Evaluating all decisions made in line with the Depot branding.
- Effective communication
- Creating an environment that fosters excellent customer service standards
- Constant commitment to and participation in company initiatives

Service Standards

- Initiating and maintaining a healthy feedback process
- Both identifying and removing barriers to success
- Exploring every opportunity to improve customer experience through consistent, high service standards.
- To successfully lead by example, taking responsibility for:

- o Leadership
- o Service Standards
- o People Development
- o Sales and Marketing
- o Legislative
- o Duty Management
- o Profit Management

- Ensure standards of cleanliness, maintenance and presentation are the best they can be.

People Development

- Train, coach and develop all staff to the best of your ability and enable them to achieve.
- Ensure active succession planning at all levels within the centre.

identify training needs within the team and work with the senior management team to budget, plan and carry out appropriate training.



	<p>Business Development</p> <ul style="list-style-type: none">•Work with senior management team to establish business development strategy to maximize both casual footfall and group bookings and courses•Identify and communicate with the senior management team any gaps identified in the market and help to develop aims and objectives to close these gaps. <p>Sales and Marketing</p> <ul style="list-style-type: none">•Liaise with the Marketing manager and implement all social media, sales and marketing initiatives.•communicate any marketing deficits within the centre and help senior management facilitate strategy to tackle these. <p>Legislative</p> <ul style="list-style-type: none">•Implement and maintain all head office led Health and Safety, Fire safety and Employee relations regulations. <p>Stock</p> <ul style="list-style-type: none">•Ensuring a monthly closing stock for all café and retail items has been completed as well as vigilant shop stock management. <p>Profit Management</p> <ul style="list-style-type: none">•Work to push the development of your centre with the introduction of new calendar products and sales initiatives.•Manage your centre’s payroll accurately and within the allocated time frame.•Plan and facilitate a rota that meets centre safety requirements and runs efficiently and effectively.,
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