



## **Job Description**

<b>Job Title:</b>	<b>Centre Manager</b>
<b>Reporting to:</b>	<b>Chief Executive</b>
<b>Contract type:</b>	<b>Full Time, Permanent</b>
<b>Hours of work:</b>	<b>40 hrs per week</b>
<b>Days of work:</b>	<b>Weekly rota to include days, evenings, weekends &amp; Bank Holidays</b>
<b>Salary:</b>	<b>Circa £30,000-£35,000 (negotiable depending on experience)</b>

### **Key Purpose**

The Centre Manager will be a member of the Senior Management Team (SMT) of Employers For Childcare and will work alongside our existing SMT to finalise plans for a fabulous new indoor activity centre – *High Rise*. They will be responsible for every aspect of the day-to-day management of High Rise including the operational and financial performance of the centre and for driving sales. This is a hands-on role and the successful candidate will be required to provide ongoing training and coaching for the staff team and will be responsible for maintaining excellent standards of customer service.

### **Main Responsibilities include:**

- Manage the overall operational, budgetary, and financial activities of the centre against KPIs
- Review performance, analyse financial data and report to company Directors on sales and overall profitability
- Liaise with all stakeholders, promote and market the centre and its various activities to maximise revenue
- Ensure excellent standards of customer service at all times
- Deal with enquiries, complaints and emergencies as required in a calm and professional manner
- Implement and regularly review normal operating procedures and emergency action plan for the centre and make recommendations for improvements to policies, procedures and systems on a timely basis
- Attend Board, management and other meetings as required
- Oversee opening and closing procedures including setting up till systems in the morning and completing end of day banking
- Maintain and control inventory including ordering, issuing and accounting for
- Ensure all cleaning tasks are carried out in accordance with the procedures and set rotas for completion of these tasks

- Oversee the maintenance and safety of all facilities and equipment including daily and monthly safety checks on climbing walls, soft play area, sensory room, café and Changing Places toilet and complete relevant documentation such as inspection logs as required
  - Overall responsibility for ensuring the centre is a safe and welcoming environment for all and complies with all relevant Health and Safety legislation, Child Protection and Vulnerable Adults guidelines and best practice
  - Identify potential hazards, log and report all incidents/accidents in accordance with reporting procedures ensuring appropriate investigations are carried out and records kept in line with relevant legislation
  - Ensure the centre is suitably maintained through the day to day repairs, maintenance programmes and external service contracts
  - Overall responsibility for manpower planning including recruiting, inducting, training and supervising all new staff with the support of HR
  - Responsible for managing performance of the staff team including Deputy Managers
  - Overall responsibility for organising the work schedules of all staff ensuring adequate cover at all times; including job rotation, training, holidays, cover for absence and overtime scheduling
  - Monitor daily workload of team members to ensure quality, consistency and accuracy of responses to and interaction with clients, ensuring all team members are performing to agreed standards and targets
  - Overall responsibility for managing employee relations issues for the centre including consistent application and implementation of HR policies and procedures
  - Provide ongoing support and supervision to staff ensuring annual appraisals and training needs analyses are carried out within agreed timescales
  - Participate in regular staff training and development activities on company services, operating systems, processes and procedures and contribute to same
  - Comply with the organisation's Key Holder Roles and Responsibilities policy
  - Represent the centre and Employers For Childcare at external meetings and events
  - Be responsible for opening and/or closing the centre and for attending alarm call outs as required
  - Comply with the organisation's Security & Confidentiality policy at all times, ensuring the highest levels of information security, data protection and confidentiality
  - Undertake any other reasonable duties appropriate to the achievement of the organisation's aims and objectives.
- **This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.**



## Personnel Specification

The Personnel Specification shows **essential** and **desirable** skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Please therefore address, in completing the application form, each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

### Job Title: Centre Manager

Factors	Essential Criteria
<b>Qualifications and Experience</b>	Minimum of 3 years' experience gained during the last 5 years to include: <ul style="list-style-type: none"> <li>• working at senior management level in leisure management, operations or hospitality</li> <li>• managing and supervising staff</li> <li>• leading and motivating a team</li> <li>• manpower planning and scheduling of rotas</li> <li>• controlling and monitoring budgets</li> </ul>
	<b>Desirable Criteria</b>
	<ul style="list-style-type: none"> <li>• Bachelor's Degree in Business, Management or Administration/Level 5 Higher Education Qualification in a Business-related discipline</li> <li>• Relevant experience within any of the key aspects of the business - climbing walls, soft play, café, sensory rooms</li> <li>• Experience working in a direct service environment</li> <li>• Sales and marketing experience including managing social media in a work-related capacity</li> </ul>
<b>Skills, Aptitude, Qualities and Behaviours</b>	<b>Essential Criteria</b>
	<ul style="list-style-type: none"> <li>• Exceptional customer service and engagement skills</li> <li>• Excellent administrative and cash management skills</li> <li>• Computer literate with a working knowledge of Microsoft packages</li> <li>• An outgoing and enthusiastic personality with the ability to provide effective leadership and motivate staff</li> </ul>

	<ul style="list-style-type: none"> <li>• Self-motivated with the ability to work independently using initiative to prioritise work and manage deadlines</li> <li>• Ability to multi-task and work in a fast-paced leisure setting</li> <li>• Strong analytical, organisational and planning skills</li> <li>• Strong written and verbal communication skills to engage with a wide range of people both internally and externally, articulating key points clearly and proactively to promote our services to a wide-ranging audience</li> <li>• Ability to build constructive working relationships with colleagues, clients and partner organisations</li> <li>• Strong team player with the ability and mindset to work with colleagues to jointly achieve organisational objectives</li> </ul>
<b>Knowledge and Understanding</b>	<b>Essential Criteria</b>
	<ul style="list-style-type: none"> <li>• An understanding of the work and vision of Employers For Childcare</li> </ul>
	<b>Desirable Criteria</b>
	<ul style="list-style-type: none"> <li>• Knowledge of relevant legislation that will impact on service delivery including disability/accessibility requirements</li> <li>• Knowledge of relevant Health &amp; Safety legislation</li> </ul>
<b>Special Circumstances</b>	<b>Essential Criteria</b>
	<ul style="list-style-type: none"> <li>• Ability to work flexible, unsocial hours and to travel throughout Northern Ireland, UK and elsewhere at times demanded by the job</li> <li>• Full driving licence and access to a car</li> <li>• This post is subject to a criminal record disclosure check which will be applied for through AccessNI</li> <li>• You must be resident in the UK and eligible to work</li> </ul>