

Job Title:	Centre Manager
Job Purpose:	To enable the smooth running of The Depot Climbing Centre, ensure its continual development and remove any barriers to success.
Salary:	Up to 33,000 per annum.
Reporting to:	General Manager
Key Responsibilities:	<p>Ensure the efficient and compliant running of The Depot Climbing Centre including leading and developing your team, installing and maintaining a positive culture and the highest levels of service. Complying with all required legal frameworks, heading up the development and profitability of your centre and contributing to the success of the Depot brand as a whole.</p>
Role Description:	<p>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 have 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. Duties include but are not limited to:</p> <p>Leadership</p> <ul style="list-style-type: none"> • 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. <p>Service Standards</p> <ul style="list-style-type: none"> • 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: Leadership, Service Standards, People Development, Sales and Marketing, Legislative, Duty Management, Profit Management. • Ensure standards of cleanliness, maintenance and presentation are the best they can be. <p>People Development</p> <ul style="list-style-type: none"> • 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. <p>Sales and Marketing</p> <ul style="list-style-type: none"> • Liaise with Marketing manager and implement all social media, sales and marketing initiatives. <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 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 centres payroll accurately and within the allocated time frame.