



JOB TITLE:	FRONT OF HOUSE MANAGER
JOB PURPOSE:	To facilitate the running of the Depot Climbing Centres with the help of the management team and the staff team. Orchestrating the daily running of shifts, aiding in training and developing and pushing towards excellent service standards and sales targets.
SALARY:	£26,026.00 per annum based on 35 hours per week
REPORTING TO/RESPONSIBLE FOR:	Centre Manager Wall Assistants. Retail Assistants
KEY RESPONSIBILITIES:	Aiding the Centre Manager and Assistant Manager in the leadership, training and development and motivation of all centre staff. Strong focus on service standards and customer interaction.



ROLE DESCRIPTION:

Service Standards

Facilitating a culture of excellence, leading by example, and striving for the best customer experiences.

Actively talking and listening to both customers and team members.

Identifying barriers to success

Ensure the highest standards of cleanliness, maintenance, and centre presentation.

Understanding of kitchen management and Food Safety Standards

Exploring every opportunity to improve standards of service

Ensure the quality and consistency of all Depot products

To successfully lead the team, taking responsibility for:

- o Service Standards
- o People Development
- o Sales and Marketing
- o Shift Management

Leadership

To successfully lead their teams by consistent commitment to achieving the company's standards.

Evaluating all decisions in line with company procedures

Effectively communicating, active listening and training.

Training plans evaluated and maintained monthly

Creating an environment in which commitment is reflected in a passion to deliver outstanding customer service

People Development

Train, coach and develop both Wall Assistants and Duty Managers to enable them to strive and progress.

Ensure active succession planning with updated training logs and PDP's.

Sales and Marketing

Use effective KPI platforms to ensure peak and trough periods are successfully managed with regards to sales

Hit centre specific sales targets in all areas

Grow customer loyalty with the use of service standards and personable approach

Making effective use of incentives/service that sells activities

Achieve measurable sales targets as set by KPI platform

Enthusiastic implementation of all central sales and marketing initiatives.

Communication and maintenance of a 12-month event calendar with CM.

Legislative

Ensure Health and Safety and HR compliance throughout the centre.