



Having opened our doors in March 2017, Stronghold has established itself as a friendly, inclusive climbing centre that welcomes and supports climbers of all ages and abilities. In 2021 we completed our relocation of our original Tottenham Hale site to a larger centre while opening our 2<sup>nd</sup> centre in London Fields. We are now looking for a motivated individual to lead the Tottenham Hale centre in its next phase of growth.

**Position to be filled: Centre Manager: Tottenham Hale**

**Salary:** £30,000 - £35,000 depending on experience

**Job Status:** Permanent

**Hours:** 40 pw & 28 days holiday

**How to apply:** Please send a CV and cover letter to [recruitment@thestrongholduk.com](mailto:recruitment@thestrongholduk.com)

**Applications Close:** 11pm on 12<sup>th</sup> December 2021

**The Role**

The Centre Manager is a full time role that is based at our Tottenham Hale centre. We are ideally looking for an experienced, commercially oriented climbing wall / leisure manager that is keen to develop an already successful centre and help continue to build a fun and welcoming environment for our customer base. You will be fully supported in the role by an experienced management team and a team of senior duty managers.

The Centre Manager will be responsible for the day-to-day operations of Stronghold: Tottenham Hale. You will be the point of contact for staff, customers and our partners. You will split your time between the front of house reception and the office and we expect the successful candidate to be someone who is at home chatting with customers as being in front of a computer. The job will involve both evening and weekend work as well as the occasional 9-5. You will be expected to lead by example and manage an already well trained and experienced staff team. Exceptional customer service and immaculate facilities will be your basic expectation with your team.

**Areas of Responsibility:**

**General**

- Overseeing all aspects of day to day operational delivery which includes our database (RGP), instruction, café and shop, customer service, reception and maintenance.
- Maintain a positive presence in the centre with customers and staff. Lead by example by continuing to do day to day operational tasks as and when is required.

**Policy and Procedures**

- Be fully aware of all Stronghold procedures, policies, guidelines and checklists (PPGC's) and ensuring they are being implemented by all staff. Also ensure all duty managers are fully versed in the PPCG and are implementing them and are assisting all staff in following them.

**Rota**

- Working with the regional team to complete the staff rota for centre
- Work closely with the bookings manager to increase group events at appropriate times and the proper functioning of the rota to host these bookings.

**Staff/HR**

- Ensure all members of staff are following their contracted duties and performing all tasks to a high standard. You will be expected to conduct timely interviews, meetings and appraisals of staff throughout the year.
- Ensure Duty managers are receiving ongoing staff training on all Stronghold front of house operations and are passing that training onto the rest of the staff team.
- Organise outsourced staff training for employees as and when is deemed suitable for the benefit of staff and Stronghold.
- Assist in the personal development of employees and their understanding of the centre and industry.

**Instruction**

- Ensure all the instructed classes at Stronghold are running effectively and smoothly. Work with your team of instructors to maintain high levels of training and the confidence/experience to deliver those classes.

**Café, Retail and Hire Shoes**

- Perform weekly inventories of all shop and coffee stock and re-order when required ensuring a good amount of product is kept in stock.

**Business Development/Marketing**

- Maintain an overall view of each area of the business and identify those which are doing well and those which need additional support.
- Drive local participation through outreach programmes and form strategies to boost sales for products/courses, increase footfall etc. Work with the duty managers/marketing team and other members of staff to implement any strategies.
- Develop strategies of engagement with corporate groups/schools/youth groups/public services etc. Work with the senior management team to build out an executable strategy and use your team as you need to, to implement them.

**SEE FULL PERSON SPECIFICATION BELOW:**

## Person specification criteria: CENTRE MANAGER

<b>ESSENTIAL</b>	<b>ASSESSMENT</b>
A previous management role within the leisure / hospitality industry	Demonstrated in application and during interview
Strong background of customer service and managing a team	Demonstrated in application and during interview
Excellent communication, motivational & leadership skills	Demonstrated in application and during interview
Experience of Health & Safety compliance	Demonstrated in application and during interview
<b>DESIRABLE</b>	<b>ASSESSMENT</b>
Management role within a Climbing centre	Demonstrated in application form and during interview
Understanding of financial and commercial reporting	Demonstrated in application form
Marketing Experience	Demonstrated in application form
Experience of Instruction with Climbing Walls	Demonstrated in application form

