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| Job title: | General Manager | | |
| Reports to: | Regional Manager | Responsible for: | Centre Staff Team |

Job description

ROLE PURPOSE

As an ambitious General Manager, you will need to combine strong leisure sector commercial, financial and operational experience, and hands-on team management skills. With sales and profitability KPI's alongside service KPI's, the successful candidate will intuitively understand the importance of attracting and retaining loyal climbing customers and delivering exceptional levels of customer service whilst also, maximising in-centre sales without negatively impacting customer experience and maintaining inspirational levels of team motivation and customer engagement. All to be achieved within a tightly controlled cost structure requiring entrepreneurial flair and leadership.

Supported by a central operations, retail and marketing team, you will be expected to effectively implement our market-leading customer engagement strategy to ensure that our customers not only rave-out-loud about our walls and our staff but also, about their fellow climbers.

In other words, you will play a fundamental role in establishing The Climbing Hangar as the UK's leading climbing community, delivering a first-class climbing experience as well as encouraging customers to learn, socialise and help others achieve their goals.

As General Manager, you will be afforded considerable operational and financial control to deliver and refine our approach to meet the needs of your customers. Equally, you can expect significant involvement with budget and target setting and, as '*a manager with the freedom to manage,*' a corresponding level of commercial, financial and operational freedom.

But with that freedom comes significant responsibility for success. This is not a role for the faint hearted or those who fear the level of accountability this level of freedom brings

SPECIFIC DUTIES/ RESPONSIBILITIES

This is an extremely varied and hands-on leadership role, so whilst supported by your Regional Manager, retail and marketing team, you'll readily lead by example and get involved in every aspect day-to-day centre operations including, but not limited to:

- Overseeing and ensuring the effective running of all centre operations
- Act as the main point of contact for both staff and customers concerning all centre operations during centre operating hours.
- 12-month financial and calendar planning
- Centre financial performance analysis and reporting
- Customer acquisition, membership conversion & retention
- Local community engagement & development of social groups which use climbing as a tool for inclusion
- Centre staff scheduling, management and payroll
- Card and cash reconciliation
- Delivery of outstanding customer engagement and service – being proactive in providing help and support, prompt in replying to customer emails, social media and phone queries

- Ensuring that customers receive the exceptional level of experience our vision demands - across all Crew touch points
- Effectively briefing, managing, training and coaching Deputy Manager's and Crew – including appraisals, performance management and personal development
- Effectively scheduling, managing and facilitating group bookings and events – including return on investment analysis
- Constant business, product and service improvement.
- Effective face-to-face product and service promotion and sales
- Effective management of the centre café and retail provision
- Robust staff, customer and contractor health & safety and hygiene management, including the reviewing and updating all risk assessments and H&S policies relevant to centre operations and staffing annually/ when required
- Overseeing the proper training and development of new and existing staff members relevant to their roles
- Ensuring that the Hangar values underpin all aspects of its operations

KEY REQUIREMENTS/ SKILLS/ EXPERIENCE

- Leisure sector operational experience of building, organising and motivating a diverse team of individuals to achieve demanding financial and non-financial performance targets
- Can drive a P&L and fastidiously avoids short term wins that harm the business. You can use this data to drive your decisions and the energy of the team.
- Entrepreneurially driven with sound commercial business development and sales skills
- Sees change as a positive, thrives off high growth businesses and loves the challenge of doing more with less, wants to grow with us

IMPORTANT STUFF TO NOTE

As part of this role, you may be required to work some operational shifts from time to time. Generally our earliest shifts start at 6am and our late shifts finish at 11pm.

WHAT'S IN IT FOR YOU

In return for your brilliance, you will receive:

- Free Climbing for you and a plus one
- Generous team discounts on food and gear from all our suppliers
- A daily right old laugh with your team
- The warm fuzzy glow of knowing your work is making a difference in people's lives
- An opportunity to learn from a wide range of excellent colleagues and gain coaching qualifications
- Competitive salary
- Training, learning and development opportunities
- 31 days annual leave per year (Pro-rata & inclusive of bank holidays)