

Job Description – Central Operations Manager



Reports to: Head of Operations

Works closely with: All SO departments and General Managers

Direct Reports: n/a.

Location: Liverpool HQ with national site travel

About The Climbing Hangar

The Climbing Hangar (TCH) is the UK's leading indoor climbing operator, with a **mission to inspire bolder living**.

We are more than just climbing walls: we create communities where everyone feels welcome, supported, and empowered. Our model is rooted in people-first principles, culture, and consistent operational standards that allow us to scale from 11 to 30+ sites without losing the authenticity that defines us.

Role Purpose

The Central Operations Manager is responsible for building and managing the systems, supplier partnerships, and governance frameworks that underpin TCH's day-to-day operations.

This role ensures operational consistency across sites, manages key commercial supplier relationships (F&B, retail, and concessions), and drives business change projects that enable scalable growth.

Central operations must deliver the frameworks, partnerships, and governance that ensure every site operates with consistency, efficiency, and excellence, while protecting the authentic Hangar spirit.

Key Responsibilities

1. Third-Party Supplier & Commercial Management

- Lead all third-party commercial relationships, including F&B suppliers, retail partners, and concessions (e.g., physiotherapy, wellness).
- Negotiate contracts, manage SLAs, and monitor performance to maximise value and profitability.
- Ensure compliance with health & safety, food safety, and brand standards across all supplier arrangements.

2. Operational Frameworks & Systems

- Own and continuously improve core operational systems, such as rota design, FTE modelling, cleaning standards, and communication frameworks.
- Build and maintain the TCH Central Ops manual and operational playbooks.
- Provide clear tools, templates, and training that empower GMs and site teams.

3. Business Change & Governance

- Lead the central roadmap of projects, operational change initiatives, and cross-business improvements.
- Work closely with Finance to track and manage opex (DCCs, payroll alignment, and operational efficiency savings).
- Establish governance routines: project reviews, risk logs, and decision-making forums.

4. Communication & Alignment

- Build communication frameworks between HQ and sites, ensuring information flows effectively.
- Ensure operational messages are clear, consistent, and action-oriented.
- Support GM forums, Senior GM initiatives, and central briefings.

5. Training & Standards

- Work in sync with the People Operations Officer to coordinate site-level training programmes.
- Ensure operational training materials are consistent, relevant, and aligned to HQ standards.
- Partner with Senior GMs to embed standards through audits, site visits, and mentoring.

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Success Measures (KPIs)

- Supplier performance (margins, rebates, SLA delivery, compliance).
- Labour efficiency metrics (rota adherence, FTE utilisation).
- Opex savings delivered vs. budget, variance tracking, and payroll alignment.
- Successful delivery of business change projects (on time, on budget, with adoption).
- GM and site feedback on clarity and usability of Central Ops systems.
- Mystery shop and audit scores for retail, F&B, and site standards.

Experience & Qualifications

- Proven experience in multi-site operations, central operations, or commercial supplier management (leisure, fitness, or hospitality preferred).
- Strong contract management and negotiation skills.
- Experience in project management and business change delivery.
- Financial literacy, including cost control, opex tracking, and margin analysis.
- Knowledge of rota systems, facilities standards, and compliance frameworks desirable.

Personal Attributes

- Process-driven with a passion for operational excellence.
- Commercially astute with strong analytical skills.
- Highly organised, structured, and able to prioritise effectively.
- Collaborative influencer who can work across HQ, sites, and suppliers.
- Member-focused, ensuring decisions always enhance the customer experience.