

CENTRE MANAGER - THE NEWSROOM

Additional Information

The exciting thing about this role is the level of responsibility we'll ask you to take for the safe and profitable operations of The Climbing Academy Group Ltd (TCA) dedicated bouldering wall, [The Newsroom](#), in Glasgow.

Solid Health and Safety is at the core of the role supported by an absolute focus on delivering top level customer service - both through the behaviour of our staff and the quality of our products.

The centre is exceptionally busy so the demands on you will be constantly changing. If you don't want to be managing a lot of priorities and people, this job is not for you.

You will have the opportunity to work closely with our Operations Manager in Glasgow to ensure that everything we do across the whole business is consistent and efficient.

To achieve all this, you'll have a team of staff which you will help to develop. This team will look to you for leadership and to support their decision making. They will assist you in the day to day activities of the centre and you will work collaboratively with Route Setting, Maintenance, and Instructing staff to ensure all areas of the centre meet high standards and provide exemplary customer service.

Finance

Effective financial management is crucial for the sustainability and growth of The Newsroom. You'll manage the full budget for the centre with support from the Departmental Managers. You must work within budgets and provide monthly reports to the Operations Manager.

Budgeting: Developing and managing the centre's budget, which includes revenue projections, operating expenses, and capital expenditures. This involves setting financial targets and allocating resources accordingly.

Expense Control: Monitoring and controlling operating expenses, such as staff payroll, utilities, maintenance, and supplies, to ensure they stay within budgetary limits.

Reporting: Provide regular observations and actions against available financial reports to ensure The Newsroom meets and exceeds its financial targets.

You'll need to ensure the point of sale records are accurate, weekly banking is carried out, change orders are collected and petty cash is collated in a timely manner. You

must ensure that corrections are made immediately, and errors notified with the Accounts team.

Health and Safety

TCA has a well developed set of Health and Safety procedures. They clearly set out responsibilities and link to our operational procedures. Your role will be accountable for ensuring:

- the centre is clean, tidy and well maintained in accordance with our policies
- investigations and reporting of accidents both in the workplace and to our customers
- staff are trained and able to work in accordance with our policies
- continuous review of risk assessments
- H&S policies are updated and developed

You will work closely with the Setting and Maintenance team to ensure routine inspections and checks are up to date and issues are resolved promptly.

Staffing

You will have a team of staff as your direct reports. You will ensure that they are trained and capable of doing their jobs and will need to build the team so that their motivation and understanding of the business is high. You will be supported in this by good clear job descriptions, company wide objectives and an appraisal process. You will be required to use of staff management platform, Workforce. Your success though will be much more to do with how you build relationships, support, lead and challenge your team. Fundamentals to the role will include:

Recruitment: Identifying staffing needs, conducting interviews, and hiring qualified centre staff. You will onboard staff and ensure relevant information and contracts are in place in a timely manner managed through Workforce.

Training: Providing comprehensive training to staff members, including safety protocols, customer service standards, and climbing techniques. Ensuring that staff are equipped with the knowledge and skills required to perform their roles effectively. Records will be kept within Workforce.

Rota: Developing and managing work schedules, ensuring adequate staffing levels during peak and off-peak hours, holidays, and special events. This will be carried out using Workforce.

Performance Management: Setting clear performance expectations, conducting regular performance reviews, and offering constructive feedback to help staff improve and grow in their roles. When necessary you will undertake disciplinarys.

You will carry this all out in an atmosphere that motivates staff and encourages cooperation, personal development and professionalism.

Customer Service

We want all our customers to feel part of the TCA community - customer service underpins everything that we do.

You will provide leadership to all of the customer facing team encouraging them to deliver this service and being prepared to deal with them when they fall short.

You will need to understand our customer data and to use this to inform decision making. This might be in the form of comments, complaints, observations or data drawn from Rock Gym Pro - our customer database. Wherever the data comes from, we want you to be always looking for ways to use it to keep our customers happy.

As we are a 363 days per year, 7 days a week, 13-15 hours a day operation, maintaining high standards of customer service will be one of your biggest challenges. Get it right and you'll see the numbers going in the right direction. Get it wrong and you'll soon know!

Marketing

The role will include exploring opportunities to diversify revenue streams, such as organising events, competitions, or group sessions, and managing their financial impact. You will have a constant eye on promoting The Newsroom and TCA across all forms of marketing.

Our Marketing Manager will be there to support you in this and they work across the whole company. We'll want you to work with the Marketing Manager tactically to ensure that customers are made aware of offers, opportunities and developments but also to ensure that all of our courses are operating as full as they can be.

Facility

TCA expects the highest standards when it comes to cleanliness, security and safety of its facilities. You are expected to manage the site and ensure that it meets these standards at all times. This will require you to manage staff appropriately and work closely with the Maintenance Team to constantly keep everything in order. As the



Centre Manager you will need to demonstrate pride in your facility and take appropriate immediate action when things aren't right!

ESSENTIAL CANDIDATE SKILLS AND QUALITIES

BEHAVIOURS

- Passionate about your job and committed to [TCA vision and values](#)
- Desire to ensure TCA is a great place to work no matter the challenge at hand
- Seek to constantly improve TCA products and customer experience
- Great communicator with customers, staff and other stakeholders
- Comfortable in a fast paced environment where you have to constantly balance short and longer term demands
- Inspire your team through your presence and approach
- Proactively find efficiencies alongside supporting and celebrating staff efforts to do likewise
- Comfortable with data, making decisions based on it and ensuring staff follow suit
- It's essential that you're calm under pressure and in emergency situations
- Regularly check in and review duties so as to ensure your responsibilities are understood
- Create and encourage a supportive culture of continuous improvement, value, quality, cleanliness and efficiency for all
- Demonstrate an awareness for your role not being about you but within TCA as a company and the local climbing community

KNOWLEDGE

- Degree or equivalent professional qualification or experience within a Climbing Centre or sports facility of a similar size
- Understanding and awareness of concepts of business finance
- Knowledge of working within Health and Safety Legislation and/or regulated operating environment that is customer facingGreat understanding of what indoor bouldering customers are looking for
- Written and spreadsheet skills are central to your role
- Strong computing skills

EXPERIENCE

- Proven experience in a staff management or supervisory role preferably within the indoor climbing industry
- Effective operational management and planning of a similar business
- Experience of achieving results in customer service - dealing with feedback and complaints in an empathetic and objective manner
- Previous financial responsibilities of budgeting, reporting and delivering to targets.
- Maintenance experience either directly or through the use of contractors

- Using and analysing data from POS and databases to drive decisions
- Good personal indoor climbing experience

DESIRABLE CANDIDATE SKILLS AND QUALITIES

- Instructor experience/qualification
- Route Setting experience/qualification
- PPE inspection qualification
- First Aid (training will be provided)
- Good knowledge of climbing wall industry trends
- A willingness to understand technical information e.g. IT, telephony, wifi and support
- Leadership and Management training - Where this hasn't been achieved there will be an expectation to develop this through formal training
- Experienced climber
- Experience using RGP
- Experience using Workforce