

OPERATIONS MANAGER - CHIPPENHAM

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) wall in Chippenham.

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.

We expect the centre to be busy and 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 Regional Operations Manager to ensure that everything we do across the whole business is to the highest standard.

To achieve all this, you'll have a team of centre staff. This team will look to you for leadership and to support their decision making. You will manage the day to day operations of the facility, customer service, bookings, route setting, maintenance and staff. Whilst supported by the Regional Operations Manager and other senior staff in the South West you will take overall responsibility for the Chippenham site. This will include assisting the Chippenham based Instructor Manager and Cafe Manager to ensure the success of these areas of the centre. Together with the Senior Management Team which includes a Chief Instructor, Maintenance & Route Setting, Marketing and Finance Managers and the Bristol and Glasgow Operations Managers you will continue delivering quality, consistency and efficiency across the business.

Who Suits This Role

- A strong leader able to continually demonstrate by example
- Have excellent teamwork skills able adapt to colleague/business needs
- Be calm under pressure, dealing with multiple demands on your time
- Excellent communication skills with staff, customers and directors
- Love working with people to pass on knowledge and find solutions
- Prepared to do whatever it takes to get something up and running

Health and Safety Management

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 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

TCA will have a Route Setting and Maintenance Manager serving all three sites within the South West supporting you with this area of the business. You will work with them to ensure Chippenham has an up to date maintenance schedule whilst operating safely and offering a high quality product to our customers.

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 362 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!

The Operations Manager (Customer Service), based in Bristol, will be there to provide assistance to you in this area of the business. As a team you are expected to work for the business to give TCA customers the best experience possible at all sites as soon as they walk through our doors.

Line Management

You will have a team of Duty Managers and Counter Staff that will report directly to you. 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. Your success though will be much more to do with how you build relationships, support, lead and challenge your team.

The Operations Manager (Staff Manager), based in Bristol, will support you in this aspect of your role. They are there to ensure all staffing documents and systems are in place to efficiently manage staff across all sites. Together you will be expected to work as a team to ensure all our staff have the appropriate records in place, remain well trained, deliver great customer service and remain motivated to do a great job.

Instructing and Coaching

Key to the success of the Chippenham Centre is bringing non-climbers in to the centre and taking part in fantastic instructor lead groups and 1:1 sessions. This will be backed up by progressive courses and a fantastic team of Instructors/Coaches building a diverse climbing community.

To aid this Chippenham will have an Instruction Manager in position who will be responsible for the growth and development of all instruction/coaching staff and sessions at the centre. As Operations Manager you will need to have a very closely professional relationship with this position to enable the centre to get up and running. To begin with we anticipate these roles sharing a number of operational duties to ensure staff are well trained and the centre is able to get up and running as quickly as possible. You will need to be prepared to work consistently and dynamically with this role from the outset.

Cafe

The cafe at Chippenham is a new venture for TCA allowing the preparation of food on site and a real opportunity to create a fantastic atmosphere and offering to our customers. We see this as key to becoming part of the wider Chippenham community.

A Cafe Manager and the Head Chef will be responsible for operating the menu, kitchen, service and staff within the cafe. As part of the wider centre it will be integral to the Operations Managers role to continually support the Cafe Manager in order for the cafe to become the success we know it can. Once again you will be expected to have a very close professional working relationship with them from the outset.

Marketing

Our Marketing Manager works across the whole company and will be there to support the Chippenham Centre. Along with the other senior staff we'll want you to work with the Marketing Manager strategically 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. Along with the Cafe, Developing School and Youth groups will be key to the success of this centre and becoming part of Chippenham's heart and soul.

Financial

You'll manage the full budget for the Chippenham centre with support from the Instruction Manager and Cafe Manager. You must work within budgets and provide monthly reports to the Regional Operations Manager.

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.

Strategy

As part of TCA's Senior Management team you are expected to plan for the future and be proactive in raising the standards and efficiency of the business. The role will assist in strategic and business planning processes with the Board of Directors and senior management team.

You will play a key role in helping to develop the business strategy and passing this on to the Duty Manager and customer facing teams. As a result you will have an in-depth knowledge of the [TCA Values, Vision and Mission](#) and actively promote this to all staff.

Reporting

The role reports to the Regional Operations Manager who has over 5 years of managing multiple sites and a thorough knowledge of all TCA systems. They will provide leadership, support and advice as and when you need it. You will be expected to communicate timely, professionally, demonstrating the capacity to manage problems effectively and help identify solutions to issues across the business. Regular meetings will be scheduled to enable you to report on the key areas of the Chippenham centre. As a team you will work closely to make the business a success.

ESSENTIAL CANDIDATE SKILLS AND QUALITIES

- Degree or equivalent professional qualification or experience within a Climbing Centre or sports facility of a similar size
- We need you to have Health and Safety awareness at your core
- You will be comfortable in a fast paced environment where you have to constantly balance both short and longer term demands.
- We want you to inspire your team through your presence and approach
- You must have excellent communication skills both written and verbally
- Strong computing skills, comfortable with data and making decisions from it
- Written and spreadsheet skills are central to your role
- It's essential that you're calm under pressure and in emergency situations
- The ability to think on your feet and troubleshoot effectively and take necessary action, escalation, or delegation where required
- You must be great with staff - making sure things happen to schedule, keeping them well trained and motivated always with an eye on customer satisfaction
- Provide great leadership recognising and empathetically dealing with different personalities and points of view
- We need you to be comfortable dealing with senior people, with an understanding of how to influence them
- You will have solid experience of managing a team
- Understanding budgets and budget management is really important
- You'll have some experience of managing and maintaining facilities to operational standards
- Provide great leadership recognising and empathetically dealing with different personalities and points of view
- As data is so important to us, you'll have experience of managing either and EPOS and or a customer database and will be comfortable with using data from it

DESIRABLE CANDIDATE SKILLS AND QUALITIES

- Climbing experience
- Instructing experience/qualification (training will be provided)
- Route Setting experience/qualification
- PPE inspection qualification
- First Aid (training will be provided)
- 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