

Redpoint Bristol Centre Manager Job Description

Line manager: General Manager

The role will, by its nature, cover many areas and require excellent organisation, communication and leadership qualities. Your overall responsibility is the smooth running of the centre, including instruction, reception, Duty Management and Human Resources. As such you will be expected to work as an instructor, receptionist and Duty Manager on occasion to remain current with skills, lead the team by example and understand issues on the ground. Workforce planning and rota creation will give you the foresight to hire new staff as necessary. As the person who writes the rota you will have to liaise with the instruction, reception and route setting managers to ensure that their various activities are properly planned, aligned with company goals and in harmony with all other departments.

The direct line manager for this role is the General Manager who will meet with the Centre Manager regularly to discuss company progress and direction as set by the Directors. You will support the General Manager to implement the company strategy on the ground and provide a valuable feedback channel for progress and any potential barriers.

Day-to-Day Operations

- Be a calm, positive, friendly and approachable manager and leader
- Motivate staff and nurture a 'fun' team culture
- Support staff with day-to-day questions or training needs
- Maintain adequate cash provision for reception
- Ensure centre is tidy and customer service is exemplary
- Manage any customer complaints which have been escalated
- Provide cover or support for 'floor' shifts where needed

Legal & Safety

With assistance from departmental managers

- Ensure current insurance accessible and displayed as appropriate
- Monitor accident, incident and near-miss recording and take action to improve centre safety
- Compile Quarterly Incident and Accident Reports
- Ensure employees and Freelance Instructors signed and adhere to Risk Assessments, Policies and Procedures and these are updated as needed

Diary Planning & Budgeting

- Annual instructing programme term / holiday planning
- Timetable creation and management, responding to and predicting booking capacities to ensure profitability
- Design and produce staff rotas to facilitate departmental objective, while keeping within department budgets and overall wage percentages
- Annual meeting scheduling

Project Management

- Oversee projects across the centre, acting as a link between departments
- Support Events Coordinator to organise community and staff events
- Coordinate annual price review

Manage Communication Systems

- Monitor and respond to email inbox
- Facilitate and lead regular meetings (for Duty Managers and the full staff team) as well as informal 'Coffee Afternoon' drop-in discussion groups.
- Monitor and respond to staff feedback and suggestions
- Communicate business updates and changes to staff team
- Manage change processes via appropriate communication delivery
- Foster transparency and collaboration between departments

Human Resources (HR)

- Act as HR advisor to department managers
- HR administration and compliance
- Workforce planning (predicting and fulfilling staffing needs, designing recruitment strategies and managing succession planning)
- Recruitment and selection, inductions and separations
- Develop strategies to improve retention and employee experience
- Manage design and delivery of learning and development programmes
- Performance management, including improvement plans, investigations and disciplinaries
- Absence recording and management
- Monitor and prepare payroll info for Finance Manager
- Manage and develop Staff Benefits
- Oversee annual pay reviews

Staff Welfare

- Record and monitor staff welfare concerns
- Act as Welfare Officer; be approachable, listen to and support staff with any personal concerns

- Support additional Welfare Officer
- Oversee employee health & safety, staff well-being and ability to perform their roles

Line Manager to All Staff

- Department managers (Head Coach, Reception Manager, Operations Manager)
- Duty Managers
- All-Rounders
- Crazy Climb Instructors
- Freelance Instructors
- Events Coordinator

Leadership of Management Team

- Role model professional, collaborative leadership
- Develop comprehensive understanding of each department to support, advise and oversee the management of these
- Encouraging and supporting managers to become autonomous and proactive with their respective roles and to manage their own workloads successfully
- Provide management training and ongoing coaching, in relation to practical objectives and leadership skills
- Conduct quarterly appraisals
- Set, monitor and facilitate quarterly targets in line with wider business strategy
- Approve department spending requests