

Operations Manager - Person Specification

The role of Operations Manager demands the following blend of behaviours, skills, experience and knowledge and will be assessed by application letter, CV and/or interview/assessment as deemed necessary.

Behaviours:

Give it your Best

- Consistently communicates passion and commitment to Castle objectives and values clearly and positively.
- Overcomes obstacles to maintain objectives and values of the Castle and make it a great place to work.
- Passionate about delivery of better services and value for customers and colleagues.

Commit

- Responsive under pressure.
- Proactively reduces delays, saves resources and money. Keen to develop themselves and others
- Supports and celebrates colleagues efforts to improve performance and operations

Own It

- Inspiring Leader - works co-operatively, takes ownership, mentors and guides colleagues
- Deals with customers and their queries and concerns with tact and sensitivity
- Good Communications skills-confident, articulate and effective influencer
- Deals with an emergency with calmness and authority
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Show Up

- Regularly reviews duties involved in your role and let others know what you are responsible for.
- Help colleagues develop evidence-based decision making skills through actions and your daily approach to work.

Dream Big

- You see your role not just for yourself or even your department, but within the Castle as a whole, and the climbing world beyond.
- Creative and pro-active problem solving
- Leads change for the better.
- Create and encourage a supportive culture of continuous improvement, value, quality, and efficiency for all.
- Build and maintain relationships with potential partners/organisations beyond the Castle to help generate positive change and new ideas.

Knowledge

Essential:

- Degree or equivalent professional qualification, or experience within a Climbing Centre or sports facility of a similar size
- Good understanding of people management and functional/systems review and planning

- Solid business understanding and awareness
- Knowledge of working within Health & Safety legislation and/or a heavily regulated operating environment, in particular for customer facing activities
- Good understanding of the characteristics and qualities that customers want from leisure/recreational and fitness facilities
- Knowledge of CRM and Point-of-Sale systems and data analysis

Desirable:

- Good knowledge of the indoor climbing industry
- Up to date First Aid at Work qualification
- A willingness to understand technical information e.g. IT, telephony, wifi
- A skill for creative and resourceful solution finding

Experience:

Essential

- A proven record of effective people Management through Leadership and good communications
- Experience of achieving results and making a positive difference to customer experience
- Efficient Planning and Operational management of a similar/related business
- Previous management experience in customer service or leisure industries
- Financial control responsibility, preparing, reporting on and delivering the financial results
- Experience of maintaining facilities to operational standards whether by own direct input or using external contractors

Desirable:

- Experience with front-end Point of Sales systems
- Experienced climber

Other:

- Willingness to occasionally work unsociable hours including some weekend