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**Job Description -** Operations Manager

**Main Purpose of Job**

To work as part of the senior management team; who together, have significant input in the direction that Mile End Climbing Wall takes. Responsibility for day to day management of all aspects of the centre and its team, including Health & Safety management, line management of the Duty Managers and Instructional/Coaching team.

**Key Elements**

**Operational management** Work with the CEO to decide the overall direction of the Centre.

* Propose actions to enable the Centre to meet or exceed its strategic goals, including all related financial planning.
* Execute plans and lead change.
* Review the Centre’s performance against annual targets and propose actions to address risks and mitigate losses.
* Ensure that the Centre’s resources are sufficient to support the achievement of short-term goals and strategic plans.

**Team management**

* Ensure all direct reports have clearly identified responsibilities, delivered to a good standard for a smooth day to day running of the Centre.
* Ensure consistent, quality management of all team members under your responsibility, including appropriate appraisals, supervision and support.
* Ensuring daily monetary procedures are effective and adhered to.
* Develop and maintain systems suitable to provide good customer service in a modern indoor climbing wall environment.
* Provide on-going training and communication sufficient to meet regular and unexpected situations and ensure that planned change is implemented smoothly.

**Oversee line management of counter staff**

* Support Duty Managers in effective management of counter staff.
* Manage the performance and support ongoing development of the Duty Managers and support with individual elements of Duty Manager tasks where required.
* Ensure adherence to all personnel policies and procedures, e.g. disciplinary and grievance procedures, sickness/holiday/toil procedures, new starter and leaver procedures etc.

**Scheduling and payroll software lead**

* Staff scheduling – ensure all line managers under your responsibility keep the schedule up-to-date. Additionally, you need to make sure that the schedule of your direct reports is accurate and confirmed well in advance.
* Work closely with HR for monthly audits and approval of hours for payroll processing.
* Rota planning and approval of holiday requests - including management of shift cover.

**Designated Safeguarding Officer**

* To perform the role of Designated Safeguarding Officer in order to protect the children and adults at risk who make use of our services including:
* Management of safeguarding concerns and escalating as required.
* Ensure staff are adhering to good practice and safeguarding procedures.
* Review and update all policy and procedures pertaining to safeguarding in the centre
* Keeping up to date, secure records of all safeguarding concerns in line with relevant data protection legislation and guidance.
* Ensure Safer Recruitment practices, including processing Enhanced DBS checks for all relevant roles.
* Ensure all staff members are trained on Safeguarding procedures to the required level.

**Data Protection**

* To act as the Data Compliance Officer for the centre.
* To ensure all MECW data is handled securely and in line with DPA 2018 & GDPR.
* To review and update all policies and procedures in order to ensure full compliance with relevant legislation and guidelines.

**Person Specification**

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| **Essential skills, experience and personal attributes** |  |
| Experience and qualifications | At least 3 years management experience in a senior position.  Understanding of company financial reports and budget management.  Strong experience of managing a medium size team with a strong customer service focus.  Experience of senior level decision making and strategic planning within the workplace.  Experience in a safeguarding role.  Current knowledge and experience of Data Protection within the workplace and the legislation that supports it e.g. DPA 2018 and GDPR.  Experience of writing and updating policies and procedures.  Experience of writing and running training events for variety of stakeholders. |
| Excellent organisational skills | Adaptive, flexible and able to respond to change.  Able to remain calm under pressure. |
| People management skills | Experience of developing a team including running appraisals and goal setting.  Experience of dealing with performance concerns.  Strong time management and delegation skills. |
| Change readiness | Creative or innovative, with experience of contributing to continuous improvement and/or introducing new procedures and systems.  Critical thinking skills including models for strategic planning e.g. SWOT analysis.  Keeping up to date with developments, in particular in own areas of responsibility.  Willing to accept constructive feedback / criticism. |
| Communication Skills | Clear, efficient and confident communicator to a wide range of audiences, and using appropriate media for the content being communicated.  Able to handle customer complaints in a calm and helpful manner.  Experience of business report writing and presenting such information to senior level colleagues, trustees and other stakeholders. |
| Computer literacy | Good working knowledge and experience using Microsoft Office applications: Word, Outlook, Excel, Powerpoint, Office 365, Microsoft Teams and Sharepoint. |
| Flexibility | Able to work anti-social hours including evenings and weekends as required. |

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| **Desirable** |  |
| Experience and qualification | Senior level management experience within the indoor climbing / leisure sector.  Management qualifications.  A valid Mountain Training qualification(s) e.g. Climbing Wall Instructor award.  Valid First Aid certification.  Experience of undertaking policy and procedures audits.  Experience of health and safety management within the workplace.  Experience of writing risk assessments.  Experience of working within the charity sector. |
| Systems | A solid working Knowledge of:  Retail/leisure till systems: e.g. LMS, Rock Gym Pro etc.  HR, rota & payroll software e.g. Planday, Monday.com |
| Computer literacy | Working knowledge of Adobe Creative Suite e.g. Photoshop, Illustrator, In Design etc. |
| Safeguarding | Experience in a senior safeguarding role including making referrals, investigations and case management.  Designated Safeguarding Officer training.  Training and/or experience in Safer Recruitment.  Understanding of safeguarding within the sports/leisure sector. |