

ACTION SPORTS CENTRE MANAGER JOB DESCRIPTION

Registered charity: 1115146



JOB TITLE	Action Sports Centre Manager
SALARY	£25000
TERM	Permanent (following successful 6-month training and probationary period)
HOURS OF WORK	30 hours per week (including alternate weekends)
RESPONSIBLE TO	Operations Manager
RESPONSIBLE FOR	Overseeing all day-to-day operations of the facility and staff

Purpose of Role:

To act as the interface between facility users and staff to ensure that customer service and safety meet the required excellent standards. Working as part of the management team you will responsibility for the day to day running of the staff team, facility and volunteers. ***Adrenaline Alley operates a zero tolerance for drugs and alcohol and enforce drug and alcohol policy testing in the workplace, prospective employees will be subject to pre-employment tests in accordance with company policy.***

You will adapt and proactively act as the link between customer, visitor, and staff/volunteer to ensure customer service and facility safety meets the required high standards.

To manage first aid and Health & Safety procedures and ensure staff and volunteers comply with all relevant daily checks.

You will manage the day-to-day administration duties to ensure the facility and the activities within it run efficiently and effectively. You will assist the Operations Manager (OM) in implementing staff training/re-training and assess staff performance to analyse staff and volunteer training needs and development.

To manage day to day cash procedures & general maintenance of the facility.

Key Areas of Responsibility:

Operational:

- Manage staff performances, supervise and coordinate activities for the staff, coaches, park assistants and volunteers.
- Oversee maintenance and cleanliness of the centre.
- Ensure compliance with health and safety regulations.
- Address customer enquiries, concerns.
- Excellent customer service abilities.
- Daily system and cash reconciliations.
- Assist with coordination of events, competitions.
- Utilise technologies and systems for the action sports centre, including our CRM, TMS and Hire Management System.
- Manage shift schedules to ensure adequate coverage of park safety at all times.
- Manage weekly training clubs

Safety & Risk Management:

- Conduct and record daily safety inspections of equipment and facilities.
- Implement and enforce safety protocols and guidelines.
- Carry out all first aid procedures efficiently and effectively.

Staff Training & Development

- Provide ongoing training and professional development opportunities for staff.
- Foster a positive team culture and provide support for employee development.
- Run a positive and motivated work environment.
- Research courses you feel would enhance your development and training.

Development

- Stay informed about industry trends, best practices.
- Seek feedback from customers and employees to identify areas for improvement.
- Implement changes and improvements to develop the overall experience.
- Engage members of our community by building and maintaining positive relationships and actively promote the centre.