

Operations Manager - Person Specification

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

Essential	Desirable
Skills	
<ul style="list-style-type: none"> • Inspiring Leader - works co-operatively, takes ownership, mentors and guides colleagues • The ability to supervise, motivate, train and develop staff • Good Communications skills-confident, articulate and effective influencer • Clear Customer service focus-see issues from a customer perspective and engages at all levels • The ability to deal with customers and their queries and concerns with tact and sensitivity • Excellent written and verbal communication skills at senior management level • The ability to deal with an emergency with calmness and authority • The ability to deliver high quality service through the Team Leader, Duty Managers and staff • The ability to work as part of a team • Strong IT and office word/excel skills 	
Knowledge	
<ul style="list-style-type: none"> • Degree or equivalent professional qualification or experience within a Climbing Centre or sports facility of a similar size • Understanding and application of best practice in Planning and Operations • Solid business understanding and awareness • Knowledge of Health & Safety legislation and in particular for customer-based activities • Good understanding of the characteristics and qualities that customers want from leisure/recreational and fitness facilities 	<ul style="list-style-type: none"> • Good knowledge of climbing wall industry trends • Up to date First Aid at Work qualification • A willingness to understand technical information e.g. IT, telephony, wifi and support
Experience:	
<ul style="list-style-type: none"> • 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 supervisory/management experience in customer-based industries 	<ul style="list-style-type: none"> • Experience with front-end Point of Sales systems • Experience working with and delivering to customers that

<ul style="list-style-type: none"> • 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 	
<p>Behaviours:</p>	
<ul style="list-style-type: none"> • A dynamic individual with a 'can do' positive attitude and approach • Proactive and methodical with solution-oriented attitude • Demonstrates trust, openness and respect in dealing with staff and members of the public • Flexible approach to tasks and workload 	<ul style="list-style-type: none"> • An appreciation of, and commitment to, the culture and values of The Castle Climbing
<p>Other:</p>	
<ul style="list-style-type: none"> • Willingness to work unsociable hours including weekends 	