



Centre Manager (Duty Manager)

About Jump 360:

Jump 360 is the North East's Premier provider of Indoor Trampoline Parks. We take unused warehouses and transform them into exciting and exhilarating leisure centres for all the family.

Job Description:

We require an experienced confident individual capable of running the day-to-day business operations, dealing with over 30 staff and members of the general public. At Jump 360 a centre manager is responsible for the overall running of the centre, and it is crucial they ensure that health and safety standards are upheld whilst maintaining high customer service levels. Centre managers handle the security, customer service and any management concerns of the organisation, whilst overseeing the maintenance and overall safety procedures on the premises. Our management team has a very 'hands on' approach and will help out in various departments in the business when necessary. Managers are required to be able to work school holidays and most weekends.

Tasks:

Your responsibilities will include:

- Opening and closing the facility
- Recruit, induct, train, manage and develop staff (and discipline when necessary)
- Ensuring all cleaning tasks, safety checks, repairs and maintenance work is completed and documented
- Organising staff Rota and cashing up tills at the end of the day
- Ensure employees are providing exceptional customer service levels in all areas of the business
- Monitor staff performance in various departments and provide performance related reviews and appraisals to all members of staff
- Deal with any customer issues or complaints
- Ensure all health and safety standards, first aid and operating procedures are adhered to on site
- Monitoring stock levels and ordering when necessary

Skills Needed:

- Leadership and Team management
- Good communication and interpersonal skills at all levels
- Customer Service
- Administration
- Problem Solving, Time Management & Decision Making
- Cash handling and operational / safety knowledge

Experience:

Work experience within business, management or administration within the leisure industry is helpful. Experience managing a team or operational management in a fast paced environment would also be beneficial. Any first aid, health & safety or food hygiene qualifications would also be advantageous (but not essential).