



## Centre Manager / Assistant Manager

### About Fun Shack:

Fun Shack is one of the North East's premier indoor play centre providers, offering families an exciting and unforgettable play experience with some of the largest indoor adventure parks in Europe. Here at Fun Shack we aim to give our customers the best possible experience, through unparalleled facilities and amazing customer service.

### 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 Fun Shack 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 other management concerns of the organization. Our management has a very 'hands on' approach and will help out in various departments of the business when necessary.

Managers are required to work weekends / school holidays and a ROTA of shifts between 9am – 8pm.

### 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's 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
- Promote and advertise the business when required
- Continuously look for ways to bring in additional sales / cost savings for the business
- Monitor stock levels and order when necessary

### Skills Needed:

- Leadership & 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 working in a fast-paced environment would also be beneficial.