



Watersports training & activity trips

CENTRE MANAGER

Job Description

SALARY – £24,000 per annum pro rata

CONTRACT LENGTH – Full time, following 6-month probationary period

LOCATION – Bartley SC, Birmingham

START DATE – April 2018

Rockley is looking to employ an experienced RYA Senior Dinghy Instructor to take on the **Centre Manager** role at our new centre at Bartley Sailing Club, Birmingham.

The Centre Manager's role is to establish, manage and develop all aspects of a high quality outdoor training centre at Bartley Sailing Club aimed at club members, individual visitors, schools and groups.

Overview

Responsible to the Operations Director

- The centre manager is ultimately responsible for the smooth running of all areas of the training centre from first point of contact to post visit, leading to happy, safe clients who want to return regularly
- Liaising with the sailing club management and associated partners
- Providing professional leadership to the Centre team
- Ensuring that Rockley at Bartley Sailing Club presents itself in a suitable light to visitors, club members and the local community

Anticipated Working Pattern

Low Season – based on 35 hours – (to include weekends)

High Season – based on 42 hours / 6 days per week – (to include weekends)

Responsibilities include, but are not limited to:

1. Personnel

- The manager is expected to set the example in attitude to work, company equipment, personal presentation, relating to other staff and visitors. Liaising with key partners and the Operations Director to keep a happy and sustainable working environment

2. Activities

- Provide overall supervision of all shore and water activities
- Ensuring activities are organised and run in line with company policies and statutory / accreditation requirements

3. Presentation

- Ensure that Rockley present themselves in the best possible light to visitors, club members and the local community. This will involve ensuring the centre and equipment, as well as events and initiatives, are of a standard to positively introduce Rockley to our potential audience

4. Sales & Administration

- Ensure that all administrative duties are completed, including course programmes, staff management, accounts, bookings, reports, and weekly schedules
- Organising events in line with agreed marketing plan to introduce the venue to potential and existing visitors
- Advising clients on courses, holidays and any other aspects of Rockley that may be required
- Visit schools, youth groups and interested parties to raise awareness of programmes available and linking offered activities to educational outcomes
- Driving new membership towards Bartley Sailing Club

5. Maintenance

- Ensure that equipment is maintained to a suitable standard. Ensure that adequate stocks of materials and spares are carried

6. Other

- Deliver and maintain a quality service at all times
- Contribute ideas and suggestions to help develop and achieve best practice
- Behave in professional manner at all times
- Carry out any other duties required by the Company

Requirements

You will need to be hard working, motivated and friendly as well as having excellent customer service skills and the ability to be flexible and professional at all times with both customers and staff

You should have prior experience in top line management of a successful activity centre. You should be able to demonstrate the ability to work successfully on multiple projects without direct supervision. An experience in a sales role would be seen as an advantage.

Successful candidates should hold a minimum of

- RYA Senior Dinghy Instructor

Plus, ideally some of the following

- UKCC Level 1
- RYA Start Windsurfing Instructor
- RYA Powerboat Instructor
- RYA Dinghy Instructor Endorsements
- CWA
- BSUPA Instructor

For more information or to apply please contact Kat Sargent, Rockley Watersports HR Manager, on 01202 677272 or KatSargent@rockley.org