**Job Title:** Centre Manager

**Department:** Acorn Adventure

**Reporting to:** Commercial Director

**Line Manager to:** Centre Staff Team

**Job Summary**

The Centre Manger (CM) has responsibility for all aspects of onsite delivery of the Acorn Adventure product and management of the Centre staff and infrastructure. The CM will directly manage all centre budgets, training & customer feedback.

**PRINCIPAL DUTIES & RESPONSIBILITIES**

**These include but are not limited to the following:**

* Health & Safety. The CM is responsible for ensuring that the Centre is operating within Acorn Adventure’s Safety Management System and that staff are adequately trained and monitored in the appropriate areas to ensure that Acorn **always** operates within this system;
* Take responsibility and a lead on centre in adhering to Acorn’s Child Protection & Safeguarding Policy
* Motivate and inspire the team through exemplary leadership and personal standards
* Be responsible for all catering operations on centre (ordering, hygiene standards, delivery of food etc)
* Liaise and work closely with the Customer Service & Sales manager to ensure all group information is up to date and any relevant information is passed back to Head Office.
* To assist in the review & development of the Operating Procedures and Risk Assessments;
* The day-to-day management of the Centre’s senior staff team;
* Be Customer Led: The CM is responsible for ensuring that the service we provide fully meets or exceeds the needs of our clients;
* Finance: The CM is responsible for ensuring that we achieve the Centre’s product delivery targets, within agreed budgets whilst ensuring that we do this as efficiently as possible;
* People Management: Fundamental to achieving the above is the need to retain, support and motivate the very best customer service-orientated people
* Local Relationships: It is vital that the CM proactively manages relationships with local bodies & suppliers;
* Equipment: The CM is responsible for ensuring that all equipment is properly maintained and stored to ensure it always meets applicable standards
* To co-ordinate night duty as required at the Centre.
* To manage montage & de-montage of the centre.
* Be approachable to all staff and manage staff welfare issues.
* Promote the development of all staff on centre.
* Ensure all reports are returned to Head Office as required.
* Be a role model to all staff & guests on centre.
* Assist with Recruitment of seasonal staff if current staff leave whilst on season.
* End of season stock checks
* End of season review of all operating procedures and risk assessments.

**Essential Knowledge, Experience and Skills**

* Experience in seasonal outdoor activity/residential operations;
* Have a high attention to detail throughout the centre operation
* Knowledge of Health & Safety requirements;
* Excellent people manager, trainer and motivator;
* Successful track record in a managerial position;
* Highly customer service orientated;
* Team builder and team player;
* Ability to solve problems;
* Ability to manage budgets;
* IT literate
* Full clean UK driving licence.