

Assistant Centre Manager

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Company: Belgravia Leisure

Location: Australia

Category: other-general

The Role

Reporting directly to the Centre Manager, the role of the **Assistant Centre Manager** is to ensure the smooth operation of the facility including motivating and building our team to be the best they can be, ensuring our Customer experience is the best it can be and making sure we are the best part of someones day.

The Assistant Centre Manager will drive a customer centric approach to the provision of programmes, services and administration, while establishing and maintaining strong relationships with key stakeholders.

You will work in collaboration with the Centre Manager to develop and manage our customer journey ensuring growth, retention and profitability through the development of channel strategies, customer insights and the implementation of local sales through lead generation plans.

The Assistant Centre Manager position help run the day to day operations of the Centre and also be available to work Saturday mornings. The admin part of this role includes; answering phones, emails, talking to walk-ins and booking new customers in.

Key accountabilities

Day to day management of the team

Ensuring that the team of site staff are operating effectively to deliver a safe, patron friendly site always open for use.

Management of sales, retention, guest experience and customer service.

Ensure that patron feedback is acted on and, over time, reduce any negative perception communicated by patrons regarding site operations.

Adhering to the OH&S processes and management systems provided by Belgravia and legislative regulatory standards

To assist and support the Centre Manager in the growth of the membership base at the centre by generating leads whilst ensuring to provide professional service to both existing and prospective members

Essential

Management experience

Financial management experience, particularly around sales and growth of memberships

Experience in leading a team

Working with Children (or equivalent)

National Police Check

Current First Aid Certificate (Level 2)

Current CPR Certificate

Desirable

3 plus years' experience in assisting/managing and operating a facility in the leisure or other comparable service related industry

Knowledge of child gymnastic programs and the gymnastic industry

Gymnastics qualifications

About You

Possessing strong communication skills, you are able to build rapport and positive relationships with people. Ideally you will have experience in managing a team, working on and in the business, and a willingness to be the face of the facility.

With a flair and ability to positive influence and negotiate win-win outcomes, you lead by

example. You are tech savvy and have a sound knowledge of health and safety legislation. You possess values such as integrity, excellence, courage, openness, respect leadership and accountability.

Simply complete the application process by clicking the Apply Now button and we'll be in touch.

We are committed to providing a child safe environment. Please refer to our . Successful applicants will be required to obtain a national police check and a Working with Children check.

BK Gymnastics is a place where we can all be ourselves and succeed on merit. We encourage applications from Aboriginal and Torres Strait Islander people, LGBTQIA+ people, people from culturally and linguistically diverse backgrounds and people with a disability. We're happy to adjust our recruitment process to support accessibility needs - reach out to us

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