



+ Play Centre Assistant Manager - Full time

£26,300 per annum + performance-based bonus

We require an experienced, confident individual capable of running the day-to-day business operations, dealing with a small team of staff and ensuring that health and safety standards are upheld whilst maintaining high customer service levels. Our management has a very 'hands-on' approach and will help in various departments of the business when necessary.

Managers are required to work weekends/school holidays and a ROTA of shifts between 8am-6pm. Part time hours and flexible hours are considered where it also suits the business needs.

+ Essential Job Functions

Your responsibilities will include:

- Opening and closing the facility
- Induct, train, manage and develop staff
- 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
- Social media management and regular posts
- 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

+ Requirements

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. EYFS experience desirable

- **Leadership Skills:** Proven ability to lead and motivate a team, with a focus on delivering excellent customer service.
- **Experience:** Previous experience in a managerial role within the hospitality, leisure, or retail sectors. Experience in a play centre or family-focused environment is a plus.
- **Customer Service Orientation:** Strong interpersonal skills with the ability to interact positively with children and their parents.
- **Organisational Skills:** Highly organised with the ability to multitask and prioritise effectively in a busy environment.
- **Budgeting:** Experience managing budgets, tracking expenses, and working towards financial targets.
- **Marketing and Social Media:** Understanding of marketing and social media, especially in relation to promoting events and driving customer engagement.
- **Flexibility:** Willingness to work flexible hours, including weekends and holidays, to meet the needs of the centre.
- **Problem-Solving:** Ability to think on your feet and handle unexpected situations with professionalism.

+ Compensation and Benefits

- **Competitive Salary:** Attractive compensation package based on experience.
- **Leadership Role:** Opportunity to take charge of a unique play centre and make a significant impact.
- **Professional Development:** Access to training and development opportunities to enhance your skills.
- **Fun Work Environment:** Work in a lively, family-friendly environment where every day is different.
- **Discounts:** Employee discounts on food, beverages, and play sessions.

+ How to apply

If you're passionate about creating a fun and safe environment for families and have the leadership skills to manage a bustling play centre, we'd love to hear from you! Please send your CV and a cover letter outlining your experience to arianne@weeunsworld.com.