

Job Title: Centre Manager

Resort: Greece

Reporting To: Directors

Qualifications & Skills Necessary: Over 18. DBS checked. Must hold RYA senior instructor qualification. Must be a dual qualified instructor. Must have valid first aid certificate. You will need to be computer literate and have strong organisational skills and strong communication skills. You will have a passion for watersports and have the ability to manage, work and live within a small team. You will need to have an excellent understanding of RYA safety procedures and policies. You will play a key role in ensuring the centre passes the annual RYA inspection. You will also need to be supportive and hardworking in relation to your team. You will need to be confident in your own RYA teaching methods and be able to help others reach high teaching standards. In addition, having a sales background is highly beneficial.

Hours: Basic hours are 08:30 – 19:30 however this will vary day by day. Evening work may be required on occasion. Work is carried out 6 days a week and hours will vary in accordance with the needs of the company.

Salary: A first season manager will receive a minimum salary of £700/month, this increases each season and also varies depending on experience and resort size.

Summary of position:

Your primary aim is to provide a fun, educational and safe environment for our customers to enjoy watersports on a day to day basis. In order to do this you will be overseeing sessions on the water and ensuring that all activities are strictly adhering to the RYA standards and to the Horizon Watersports guidelines. You will ensure that activities are exceeding guest expectations and that customer service levels are consistently exceptional.

You must train and support your supervisor, creating a role for them that promotes their strengths and gently nurtures their weaknesses. You must understand that you and your supervisor are the 'face of the company'. You will often be the first point of contact between the public and the company. You must ensure that between you always promote the centre in a positive and professional way. This applies to when you are onsite and offsite (out of hours).

You must be inventive and confident in creating ideas that will generate revenue. Generating revenue is a key part of the managers job role. Your centre must be performing well financially in order to ensure the centre, and the product as a whole, continues to grow and improve. Your guests are not part of a pre-booked package holiday and so you have to work hard to promote your centre within the local hotels and community. You will be given revenue targets based on previous years figures.

You will be required to teach from time to time but you must be aware that much of your role will be shore based. You will be overseeing the beach operation, you will be doing administrative tasks and you will be organising practical events such as staff training, hotel meetings, charity events, stock purchasing etc.

You will lead by example and have a 'hands on' approach with everyday tasks, but your team be teaching a lot more than you will. The managers role is not an instructor role.

You will always be looking ahead, planning for future weeks and ensuring that your team have the resources they need in order to do their jobs to the highest level. It is your job to ensure that your supervisor and your team succeed. Together with your supervisor, you will provide fortnightly training for all staff to ensure your team reach their full potential. You will be responsible for motivating your supervisor and promoting a positive team spirit with all staff. Ensuring you have a happy and motivated team is a key aspect of your role. Your hours will be longer than your staff, but you yourself will need to remain motivated at all times, understanding that extra work is why you receive extra pay. You must also understand that organising staff socials and moral boosters is part of your job and as such this may mean working in the evenings to organise such events as team meals, staff training, staff awards nights etc.

You will complete regular administrative, reporting and accounting duties. These will generally be dictated by your 'weekly manager checklist' and will include such tasks as: rotas, HR paperwork, flight bookings, transfer bookings, guest booking logistics, social media, daily manager report, hotel commission reports, KPI reviews and processing weekly accounts. This role requires strong admin skills, strong time management skills and strong organisational skills. It is essential that you have some office based skills before taking on this role.

Working closely with the rest of the management team (Directors, Other Centre Managers, Training Manager, Supervisors) you will develop new ideas, trouble shoot issues and be passionate, not just about your own centre but, about keeping the whole company moving forward.

Along with promoting Horizon Watersports Ltd we also ask you to promote the charities Sail4Cancer and the Horizon Watersports Instructor Training Foundation. You must play a leading role in supporting and promoting charity events. You will be given season targets which relate to charity income, facebook likes, instagram followers and trip advisor reviews. All staff are given this target information during the interview process and we only recruit staff that show an interest in supporting these targets and in particular in supporting our charity goals.

Horizon Watersports is a small ethical company, with a kind heart and a passion to help others. All staff need to agree with this work ethic and support all of our company aims.

- 1) To provide exceptional watersports to the public
- 2) To engage the local communities, in Greece, in watersports
- 3) To make watersports careers affordable and to offer free training to disadvantaged young adults.
- 4) To be the best company to work for

Essentials:

All staff will need to provide their own sun protection - including sun glasses, sun hat and sun cream.

The company provide: Accommodation, use of Equipment, £100 training bursary for job related courses, flights & travel to and from resort.

All staff must pay £100 recruitment bond, this is common practice within the industry. This is returned upon successful completion of your contract assuming no money is owed to the company. For example it may be kept of you damage your accommodation.

Uniform:

It is preferable for staff to have their own Buoyancy Aid, but not essential Quick dry t-shirts or vests will be provided. Staff must provide their own black board shorts. Managers also require smart blue or black shorts for more formal wear. Managers will be provided with additional smart uniform tops.

Overview of Duties and Responsibilities: (this list is not exhaustive)

- Implement ideas to ensure season targets are a consistent focus for all staff
- Generate new 5* trip advisor reviews
- Induct new staff
- Ensure staff training logbooks are kept up to date and used as an important tool for staff development
- Carry out staff training
- Motivate and mentor staff
- Foresee guests needs and aim to be as flexible as possible to requests
- Deal with customer enquiries
- Deal with any guests' complaints in a timely and positive fashion
- Update centre operating procedures as and when needed
- Ensure operation procedures are understood and adhered to by the whole team
- Update risk assessments at the start, middle and end of each season and as and when needed
- Ensure risk assessments are understood and adhered to by the whole team
- Read and thoroughly understand all relevant RYA guidelines (inc safeguarding, ICC etc)
- Attend weekly management meetings
- Plan daily staff meetings with supervisor
- Plan daily and weekly logistics of staffing, kit allocation, bookings, maintenance, holiday allowance, travel etc
- Be a key holder and be responsible for centre security
- Actively sell activities and generate bookings – and encourage your team to do so too
- Complete manager daily admin checklist
- Check emails every morning and communicate regularly with the Directors
- Complete essential resort paperwork
- Create Rotas
- Keep track of the staff holiday calculator
- Offer staff incentives and rewards as and when needed and deserved
- Complete daily Manager Report
- Complete daily Commission Report

- Review weekly KPI report and implement actions in a timely fashion
- Organise staff accommodation contracts
- Monitor staff accommodation with regular inspections and landlord meetings
- For legal reasons ensure maintenance records are always accurate
- Ensure all preventative maintenance is carried out as per checklists
- Ensure all broken equipment is fixed within the shortest possible time frame
- Ensure weekly H&S audits are completed and actions taken where needed
- Update the COSHH file and procedures each season and ensure all staff understand the use of this data
- Complete weekly social media duties as per weekly checklist
- Monitor accident forms and implement any necessary actions
- Cover staff absence in any role
- Complete inventories and stock takes
- Organise staff social events
- Actively support and implement fund raising
- Generate new revenue ideas and upsell products whenever possible
- Promote non-resort sales such as the instructor training program
- Promote all in resort sales and ensure that revenue is a key focus of your job role
- Liaise with hotel or site managers and ensure that all parties are working together for the benefit of all parties
- Build strong relations with all local suppliers, local colleagues and other locals in your area
- Understand all local contracts, such as with land owners or hoteliers and ensure you are adhering to them

Centre Manager JD

