

BOULDER CO. CHRISTCHURCH

OPERATIONS MANAGER

POSITION DESCRIPTION

Background:

Boulder Co. Christchurch is a large commercial indoor bouldering facility, fitness gym and cafe/bar located in Riccarton, Christchurch.

Boulder Co. provides a fun and safe environment to experience world class climbing and to socialise with an active local and international community.

- The **Operations Manager** role is a permanent position of at least **40** hours per week.
- The typical working times are Monday - Friday 9am-5pm, but will include some late nights, early mornings and weekend shifts when required.
- The position is located at **Boulder Co. Christchurch, Riccarton, Christchurch**
- The Operations Manager will be the direct report for Duty Managers, Coaching Manager, Route Setters and Cafe Manager, and the indirect report for all other staff.
- The **Operations Manager** role reports to the Boulder Co. Managing Directors

Job Overview:

The Boulder Co. Christchurch Manager is a crucial position, which is tasked with ensuring the overall success, safe practice and growth of Boulder Co. as a world class indoor fitness facility, cafe and licence premises. This includes operational day to day management, financial management, event management, and overseeing the route setting team.

The Position covers a wide range of tasks and responsibilities to ensure the day to day running and future success of the business.

In collaboration with managing directors, the manager will ensure that the direction and running of the facility is in alignment with our values, safety procedures and strategic direction

The role involves leading a team of staff to achieve the highest possible customer service, route setting, safety and recreational enjoyment from clients, while seamlessly managing the background operations, such as rostering, payroll, training, H&S management, accounting, events and more.

The manager is expected to work collaboratively with the other Boulder Co facility managers to share insights, best practices, and lessons learned. By fostering strong partnerships with other managers, they will contribute to continuous improvement in key areas, including safety, customer service, operations management, financial analysis, and marketing opportunities to enhance overall business performance.

Role Focus and Goals:

- Create and maintain a safe and positive environment that stokes passions for customers and staff
- Maintain Boulder Co.'s reputation for impeccable customer service and relationships
- Seamlessly and efficiently manage the day to day running of Boulder Co. Christchurch.
- Maintain and advance industry leading safety, operating systems and processes for business growth
- Strive for, and manage the growth and development of world leading Route Setting within the facility

Responsibilities for the role will include, but not be limited to:

- Managing the ongoing rostering system for all staff across the wall, cafe, route setting and coaching teams
- Effectively managing the entire team to ensure ongoing success of the business's operations. This includes (but is not limited to) training and developing new and existing staff, communicating operational updates, discipline and performance management, and assisting in the day to day staff operations.
- Managing, developing and monitoring the ongoing high level of health and safety and hygiene in the facility, with safety of customers and staff being of the highest importance.
This will include: Complying and enhancing with Boulder Co health and safety policies, ensuring the use of PPE, monitoring and managing injuries and injury prevention, recording and learning from incidents and near misses, reporting to WorkSafe and Directors as needed.
- Taking responsibility for the productivity of the team, both short and long term, working with staff and creating performance programs where necessary to ensure the ongoing high standard of day-to-day operations.
- Overseeing and running Payroll for all staff on a fortnightly basis.
- Creating and overseeing a successful coaching programme.
- Managing the ongoing high standard of cleaning and general maintenance of the facility where needed.
- Scheduling, planning and execution of events and competitions, while working with stakeholders to ensure world class experiences.
- Ensuring the successful operation and stocking of both the pro shop and cafe in collaboration with relevant staff. Gaining and maintaining a current Duty Managers Certificate and LCQs.
- Management of day to day financials, including report tracking and reconciliation in Xero accounting software.
- Management and regular updates of the social media platforms and website to ensure promotional and informational material is published and in line with the Boulder Co. framework.
- Contributing to a positive workplace culture by leading other members of staff in their daily operations.
- Developing and maintaining relationships and goodwill with customers, suppliers, and stakeholders.

- Overseeing a team of routesetters, weekly and during competitions and events in the creation of world class boulder problems fit for purpose.
- Work collaboratively with the other Boulder Co facility managers to share insights, best practices, and lessons learned to enhance overall business performance.

Essential Skills and Experience:

- **Passion for the industry** - Ideal applicants will be keen members of the global climbing community and have a passion for the sport of bouldering and the growth of the industry.
- **Climbing experience** - An understanding of setting at a commercial facility, and ensuring climbs are suitable for the relevant clientele.
- **Hospitality experience** - Experience in a hospitality environment including ordering, cash handling, barista training and handling alcohol.
- **Safety adherence** - Experience of working under, and maintenance of a safety management system which takes all practicable steps to avoid injury to customers, staff and public. Capable of recognising and neutralising hazards in a climbing and fitness environment.
- **Team player** - Excel at working collaboratively with others and actioning team goals.
- **Leadership** - Excel at leading a team of staff and managing issues arising from day to day operations.
- **Exceptional interpersonal skills** – Provide positive, and industry leading interaction with customers, staff, and vendors.
- **Current first aid certificate** - Able to deal with incidents and emergencies in an educated and professional manner.
- **NZ Resident or Work Visa Holder.**
- **Holding a current LCQ and Duty Managers certificate (preferred)**

Remuneration:

- **At or above industry standards**

Start Date:

- **Approx 7th April 2025, subject to change**

To apply:

- **Send your CV and cover letter to info@bouldercochristchurch.co.nz, with the subject "Operations Manager Application".**