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**EMPLOYER APPRENTICESHIP VACANCY CARD**

**Employer Details:**

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| **Employer** **(Company Name)**  | Head Over Heels Play Centre and Deli Restaurant |
| **Contact Name**  | Cathy Dunlevy |
| **Employer Description** (short 'About Us' description, a little bit about who the employer is)    | Head Over Heels Play Centre and Deli Restaurant, Chorlton, is a well established gem in the heart of Chorlton. This is the centre where the Head Over Heels Brand originated and has under its belt many local and national awards including The Observer Food Award, The Independent’s Top 50 Places to Take the Children, The Telegraph Top 10 places for Families to Eat and The British Association of Leisure Parks Piers and Attractions Play Centre of the Year 2017-2018. This hip and friendly family venue offers a unique combination of play activities for children, casual dining for all the family and great customer service, making it the centre of choice for discerning customers. This is the longest successfully running play centre in Manchester. Continuous upgrades and improvements has kept this centre at the forefront of the play centre market whilst retaining its quirky, cool vibe. We believe in extraordinary service, a brilliant atmosphere of fun and play with great food and drinks and celebration parties. We believe in delighting each and every one of our customers and leading and driving the industry forward. |
| **Number of employees**  | 57 |
| **Vacancy Address** **(inc. Postcode)**  | Unit 1A Albany Trading EstateChorltonManchesterM21 0AZ |
| **Telephone Number**  | 07766495154 |
| **Email Address**  | cathy.dunlevy@headoverheelsplay.co.uk |
| **Employer Website**  | <http://www.headoverheelsplay.co.uk>  |

**Vacancy Details:**

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| **Vacancy Title**  | Apprentice Play Centre Manager |
| **Vacancy Short** **Description**   | Play centre management combines strategic planning, strong organisational skills and a high level of initiative. The manager is responsible for the day-to-day smooth running of the business including developing a regular and expanding customer base by ensuring customer satisfaction and repeat business, which is achieved through great service and happy staff. |
| **Vacancy Full Description** (A full job description - this needs to be a high level description of the role and how it fits within the organisation / which department the vacancy applies to. Details should include specific areas of responsibility, daily tasks, who the employee will interact with etc.)   | The Apprentice Play Centre Manager is expected to:* Maintain the standards of the centre at all times. You will be responsible for making sure all areas are in first-class condition.
* Adhere to and help enforce all Health and Safety standards, company rules, regulations and policies at all times.
* Ensure all financial and administrative procedures are adhered to at all times and discrepancies are investigated and reported.
* Ensure that the labour schedules and all paperwork, including personnel documentation and files are completed and maintained correctly.
* Maximise the sales and profitability of the play centre and ensure that all resources are at correct levels.
* Manage and control stock, ordering and deliveries.
* Accurately forecast sales and labour, taking into account current trends and future promotions.
* Ensure that the play centre is correctly staffed and all employees are correctly trained, monitored and coached in the Head Over Heels way.
* Instil a culture of continuous improvement.
* Train, direct, motivate, encourage and inspire your team to deliver outstanding results.
* Ensure customers are greeted in a warm and friendly manner.
* Carry out satisfaction checks with all guests.
* Respond to customer complaints efficiently and effectively in a sincere manner.
* Practice good colleague and customer relations.
* Report directly to the Play Centre Manager and Company Director.
* This role will require energy, confidence, dedication, flexibility, problem solving skills and previous management experience in a related industry such as restaurants, hotels or leisure.
* First aid certificate an advantage. Must be able to pass a DBS check.
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| **Number of Vacancies**  | 1 |
| **Working Hours** (include total number of hours and specific daily breakdown – including time at work and at University)   | This is day-time work, no split shifts. Must be available during school holidays and at weekends.Working on average 4 full days out of 7 in order to provide the 20% of time off required for the apprenticeship degree. |
| **Wage** (please complete both)  | Starting salary £17,472 |
| **Future Prospects** (further training, possible employment - if so, what role, where could it lead?)  | Sponsorship of Chartered Manager BA (Hons) degree in Hospitality Management part time for 4 years. |
| **Closing date for applications** | Wednesday 11 July 2018 |
| **Possible Interview Dates** | Wednesday 18 – Friday 20 July 2018 |
| **Possible Start date** | Monday 30 July 2018 |
| **How to Apply** | To apply for this vacancy, please forward a covering letter and CV to Cathy Dunlevy at cathy.dunlevy@headoverheelsplay.co.uk  |

**Candidate Details:**

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| **Skills Required** (are there any general employability skills or specific job role skills required)  | The successful candidate will be totally committed to the business, a natural leader with strong people management skills and the ability to build rapport and set the standards to sustain effort in order to achieve exceptional customer service. They will need to be capable of developing a strong team by leading from the front to act as a role model to the staff by showing commercial awareness with a strong desire to succeed. This is a 'hands- on’ role and you must have the stamina and ability to work under pressure, make decisions and a have the desire to continue to grow as a manager. |
| **Personal Qualities** (what type of person is the employer looking for; any personality traits; are there any specific requirements for the job role in terms of appearance etc.) | While our business is child’s play, the job of running the centre is far from child’s play. We are looking for an ambitious apprentice manager who is 'switched on' understands how to make a profit, motivate a team, who is passionate about their role, has a strong desire to succeed and who will share our dedication to achieving our goals. |
| **Qualifications Required** (Does this apprenticeship require the applicant to hold any specific qualifications)  | Candidates for the Degree Apprenticeship should have a minimum of 104-112 points at A2 (Grades BCC) or an equivalent e.g. BTEC DMM. You will also require Maths and English Language GCSE grade A\*-C. We will individually evaluate candidates who do not meet these requirements, but have workplace experience. |
| **Reality Check** (are there any factors that may be considered off-putting for applicants - what is the true reality of that job role? e.g. heavy lifting, confined spaces etc...)   |  |
| **Any other information?**  | Generously subsidised meals on shift and complementary hot drinks. Free parking and close to bus and tram stops. |

**Apprenticeship Standard Details: (TO BE COMPLETED BY THE UNIVERSITY)**

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| **Apprenticeship Type** (delete as necessary)  | Chartered Manager BA (hons) degree in Hospitality Management |
| **Occupational Sector**  | Hospitality |
| **Job Role**  | Apprentice Play Centre Manager |
| **Training to be provided** (what qualifications will be achieved through the apprenticeship training; what specific skills / key areas are covered by the qualification; how is the training delivered - fully workplace or day release at University?)   | Chartered Manager Degree Apprenticeship standard, which includes:* BA (Hons) Degree in Business & Management in Hospitality
* Level 5 CMI Management and Leadership Diploma (at end of year 3)
* Chartered Manager (CMgr MCMI) status from the Chartered Management Institute (CMI)

You will attend MMU on block release for 2 day blocks at a time, 12 times a year. |
| **Expected Apprenticeship** **Duration**  | 4 years part time |