



Immersive Education & Entertainment
6 Duke Street, Whitehaven, CA28 7ER
www.levelswhitehaven.co.uk
office@levelswhitehaven.co.uk

Hub Manager

Levels Whitehaven

Full-time | 37.5 hours per week | Evening and weekend work required

This isn't a typical office manager role.

Levels Whitehaven is one of the first facilities of its kind in the UK, an immersive digital education and experience hub built around VR, 360° video, great people and a true ambition to be amazing things. Schools bring their students here to walk through the trenches of WW1, dive the deep ocean, or explore the ruins of a Mayan city, all before lunch. It's ambitious, it's a little bit chaotic in the best way, and none of it happens without someone holding the whole thing together. But we're also a VR Arcade, esports centre, cafe and afterschool/ Holiday hub.

We're looking for an experienced business administrator ready to take ownership of the day-to-day running of the facility. The person every member of staff, every visiting school, and every supplier knows to go to when something needs to happen.

What you'll actually be doing

No two days will look the same, but expect your time to include (but not limited to):

- **Running the diary** — managing the calendar and school bookings that keep the facility full and functioning
- **Keeping the building safe and compliant** — fire alarm testing and the other unglamorous-but-essential tasks that mean everything else can happen safely
- **Building the rota** — deploying staff across the week so the right people are in the right place
- **Owning the inbox** — incoming emails don't get lost or left, because you're on top of them
- **Payroll** — making sure the team gets paid accurately and on time
- **Greeting and Managing visits** - Making sure that everyone's visit is memorable
- **Whatever the week throws at you** — this role has real breadth, and we're looking for someone who takes that as a positive.

You'll also have direct oversight of a team staff, plus line management of an apprentice — mentoring them as they grow into the role.



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Who we're looking for

- Proven experience in business administration or operations management
- Someone who takes ownership rather than waiting to be told
- Comfortable managing a team and confident giving direction
- Organised enough to run a busy, varied schedule without letting things slip
- Flexible — evenings and weekends are part of the rhythm of a facility built around schools and visitors
- Willing to undergo an **enhanced DBS check** (Levels will organise and pay this)

Why Levels Whitehaven

You'll be at the centre of a facility that's genuinely trying to do something different in education — and you'll have the autonomy to shape how it runs day to day. If you like variety, responsibility, and being the person who makes things work, this is built for you.

How to apply

Send your **CV and covering letter** to office@levelswhitehaven.co.uk, including your **availability to work**.