



Hub Operations Manager

Reports to	Head of People
Location	Cambridge Hub
Hours	Full-time on site, including some evenings and weekends
Direct reports	Program Manager, Preschool; Program Manager, RoboClub(After School); Program Manager, Summer Camp; Program Manager, Birthday Parties; Customer Service Manager

Purpose of the Role

The Hub Operations Manager holds overall accountability for the day to day running of the Cambridge hub. This covers the physical environment, health and safety, staffing and scheduling, financial control, and the standard of experience every family receives. Operational quality breaks down whenever no single person owns the hub with enough time and authority to run it, and this role exists to close that gap.

The Hub Operations Manager leads the hub's management team: the four Program Managers, covering Preschool, RoboClub, Summer Camp and Birthday Parties, and the Customer Service Manager. The Hub Operations Manager sets the standard for how the hub runs day to day and holds the team to it.

Key Accountabilities

Hub Operations, Facilities and Financial Management

Own the daily operating rhythm of the hub, including opening, closing and the handover between programs	Manage the physical environment: maintenance, repairs, cleanliness and equipment upkeep
Own building security, including access, alarms and key holder responsibilities	Manage relationships with facilities vendors and contractors
Own the hub's operating budget, tracking spend against plan and flagging variances early	Approve day to day expenditure within agreed authority levels, working with Finance on payments and reporting
Carry out regular walk arounds during operating hours, checking the space against the standard a parent would expect to see	Provide a weekly report on the hub's financial and operational performance to the leadership team

Health, Safety and Compliance

Hold overall accountability for health and safety across the hub, including fire drills, emergency evacuation and incident procedures	Ensure the hub meets Massachusetts EEC and DPH requirements at all times
Own the hub's compliance calendar and ensure supporting records are accurate and current	Act as the escalation point for any safety or compliance concern raised by staff



Set and enforce staffing ratios across all programs

Lead the hub's response to any incident, injury or safeguarding concern, following agreed protocols

People Management and Team Leadership

Manage the four Program Managers and the Customer Service Manager directly, holding each to the standards set out in the RoboHub Way

Approve holidays and arrange coverage, removing the need for informal manager to manager arrangements

Own the day to day staffing schedule, including cover for sickness and absence

Support the recruitment and onboarding of hub staff, in partnership with the Head of People

Conduct regular check ins and performance conversations with direct reports

Build a team that takes ownership and holds itself to a high standard, without needing to be micromanaged

Family Experience and Central Coordination

Act as the primary escalation point for any concern that cannot be resolved by program staff

Ensure every family's experience at the hub meets the standard set out in the RoboHub Way

Escalate matters that need input from the Head of People or the Founder and CEO promptly

Work with central functions, including Finance and Marketing, to keep the hub aligned with company wide systems

Flag risks or resourcing needs before they become problems

Support the opening of new hub locations by documenting what works well at Cambridge

Approach and Expected Behaviors

- A hands-on, visible leader who is as comfortable on the floor as behind a desk
- Organised and systematic, running the hub with the ownership and judgement of someone running their own business
- Sound judgement under pressure, particularly when handling safety, compliance or parent concerns
- A structured approach to facilities, finances and health and safety, with genuine care for getting the detail right
- The ability to hold a team of managers to account without micromanaging their delivery
- Clear, calm communication with families, staff and regulatory bodies
- A genuine commitment to child safety and to The RoboHub's mission

Compensation

A range between \$75,000 and \$85,000.