

DUTY MANAGER

JOB DESCRIPTION

JOB TITLE:	Duty Manager
WHO YOU'LL REPORT TO:	General Manager
WHO YOU'LL BE RESPONSIBLE FOR:	Crew

ABOUT THE HANGAR

The Climbing Hangar started life in a Liverpool warehouse in 2011. Since then, we've grown to become a national business with a big expansion plan.

Our mission is simple – Use climbing to inspire happier, healthier, and more connected lives for everyone. We bring together epic climbing, fresh coffee, a banging café menu, and a fun filled community to cities all over the UK. We are passionate about climbing. But more importantly we're passionate about the impact that a social, challenging, supportive, progressive and fun activity can have on people's lives, regardless of ability, age or fitness.

THE ROLE

This is an active, customer facing role which involves a hands-on approach across all centre operations, including: reception, coaching, retail and The Hangar Café; and supporting with admin behind the scenes.

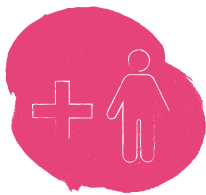
Whilst on shift, Duty Managers are responsible for overseeing the daily operations of the centre and are the initial point of contact for both staff and customers; as well as the designated First Aider and Fire Warden. You will regularly make effective management decisions to ensure the smooth running of our centre.

The delivery of exceptional customer service across all departments within the centre will be a focal point of this role, with Duty Managers providing coaching and training to crew members to ensure that the Hangars Customer Journey is delivered to the highest of standards.

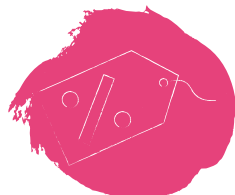
The post holder should understand the importance of fostering a fun, relaxing and inclusive atmosphere for both customers and staff that is underpinned by the Hangar Values.

WHATS IN IT FOR YOU?

In return for your brilliance, you will receive:



FREE CLIMBING FOR YOU AND A PLUS ONE



GENEROUS TEAM DISCOUNTS ON FOOD AND GEAR FROM ALL OUR SUPPLIERS



THE OPPORTUNITY TO GAIN COACHING QUALIFICATIONS



A DAILY RIGHT OLD LAUGH WITH YOUR TEAM



THE WARM FUZZY GLOW
of knowing your work is making a difference in people's lives



COMPETITIVE SALARY



TRAINING, LEARNING AND DEVELOPMENT OPPORTUNITIES



28 DAYS ANNUAL LEAVE PER YEAR
(Pro-rata & inclusive of bank holidays)

SPECIFIC DUTIES/ RESPONSIBILITIES

Leading from the Middle

- ▷ Support crew in the delivery of all daily operations, ensuring that all tasks are carried out efficiently and in a timely manner.
- ▷ Conduct staff briefings and plan shifts to ensure adequate staffing of all activities and operations across the centre
- ▷ Cash and Card reconciliation
- ▷ Record and report any absence (sickness or lateness) that may arise as per centre procedure.
- ▷ Motivate crew members to meet specific KPI's as directed by senior management
- ▷ Deal with any staffing problems or issues that arise during your shift, informing and reporting to the Deputy General Manager/ General Manager where necessary.
- ▷ Ensure that all centre equipment is working properly; and any faults are reported to a manager immediately and logged as per centre procedures.
- ▷ Assist with the monitoring, ordering and replenishment of cleaning, maintenance, and stationary supplies.
- ▷ Ensure that reception, and all customer facing areas (inside and outside) are always clean, safe, and tidy.
- ▷ Maintain good standards of hygiene across all areas of the centre, reporting issues to senior management as required
- ▷ Organise and assist with the running of events in the centre
- ▷ Keep a good working knowledge of company procedures
- ▷ Assist crew in all aspects of cleaning the centre
- ▷ Deliver high quality inductions to new customers and encourage engagement with returning customers and members
- ▷ Support the development of social groups and community contacts within the centre
- ▷ When needed, support the Café team with the preparation and service of hot and cold food & beverages, maintaining high standards of Food Hygiene & H&S practices.

- △ When needed, provide coaching support to groups of adults and children
- △ Deliver first aid; manage first aid supplies and support crew attending to first aid incidents
- △ Act as a Fire Marshall during drills, and emergency situations

Admin

- △ Support crew to accurately follow booking procedures
- △ Scheduling, managing, and facilitating group bookings and events
- △ Ensure all centre open/ close procedures have been completed to a high standard and are recorded on the relevant forms
- △ Assist with stock counts and stock management
- △ Answer customer email / social media/ telephone enquiries
- △ Process invoices, orders, and mail as per centre procedure
- △ Ensure that forms required at reception are replenished and correctly filed each day
- △ Provide customer refunds where necessary
- △ Deal with customer comments/complaints that arise on your shift in a tactful, diplomatic and professional manner- and reporting these to senior management.
- △ Support the sites Social Media Champion to ensure a regular stream of engaging content is posted on the sites social media platforms
- △ Attend and actively participate in staff meetings and take notes as required

Key Holder

- △ Open and close the Centre as required, ensuring all procedures are followed.
- △ Prepare the tills and the centre for safe opening to customers, ensuring all coaches and staff are ready to operate as required.
- △ Deal with any emergency situations/ incidents, keeping clear records and following reporting procedures
- △ Report any faults/ Health & Safety issues to the allocated maintenance worker/ DGM/ GM if required
- △ Undertake any other appropriate duties as may be reasonably required, on either a short- or long-term basis.

PREFERRED SKILLS/ EXPERIENCE

- △ Strong background in customer service
- △ Team leader/ supervisor experience
- △ Excellent communication skills
- △ Cash handling experience
- △ Experience of Stock management
- △ Coffee/barista trained or willing to undertake training
- △ Self-motivated and able to work efficiently independently and as part of a team
- △ Computer Literate

Important stuff to note

This role is a front facing customer service position. You will be required to work evenings and weekends on a Rota basis. Our earliest shift starts at 6am and our latest shift finishes around 10:30pm.

OUR VALUES

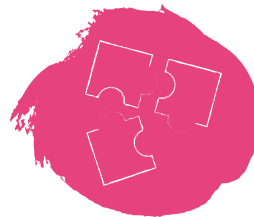
We believe that life is a series of adventures, that it's easier to get better together, that we should strive to deliver the unexpected... and we believe that applies as much to the service we provide to our customers as it does to the way we run our business and work with our teams. We're a close-knit team and looking for a new team member that will quickly feel part of the family. We value people that are:



HUMBLE



**PATIENT AND WILLING
TO LEARN**



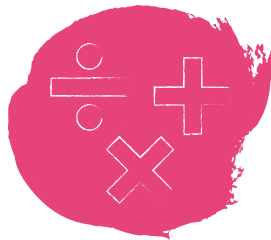
**CURIOUS AND FIND JOY
IN SOLVING PROBLEMS**



**KEEN TO LEARN AND ADD VALUE
BY ADVISING UPWARDS**



**RESULTS ORIENTATED
AND ABLE TO PRIORITISE**



**CALCULATED RISK
TAKERS WITH A DASH
OF AUDACIOUS ENERGY**



**HAVE AN INHERENT
UNDERSTANDING OF PEOPLE**
and how to bring the best out
in them



SERIOUS ABOUT FUN
and making the world better
through delivering positive
micro moments

It's important to the business that our members feel part of a community and that spirit of inclusiveness begins with our team. Let's be totally clear, if you don't think being inclusive is the enlightened path, you won't like working here. Please apply elsewhere.

TO APPLY...

please send your CV and a covering letter to recruitment@theclimbinghangar.com and write the **'Position'** you're applying for, as well as the **'location'** of the centre in the **Subject line**.

Don't forget to let us know in your covering letter why you want to work for The Climbing Hangar; what position you'd like to apply for; and why you think you'd be a great fit for the role and our vision.

