

Deputy General Manager Job Description & Person Specification

Job title:	Deputy General Manager	Job Status:	Permanent
Position Type:	Full Time	Contracted Hours:	40
Location:	London		
Salary Range:	£24,000- £27,000 *depending on experience level	Travel Required:	No
Date Posted:	3 rd September 2021	Posting closes on:	19 th September 2021
Reports to:	General Manager	Responsible for:	Duty Managers/ Crew members

Job description

ROLE PURPOSE

The role of Deputy General Manager is central to the effective running of our Centre's. This is an active, customer facing role which involves a hands-on approach across a diverse range of centre operations, including: reception, coaching, retail and The Hangar Café in addition to administrative duties behind the scenes.

You will be responsible for supporting the General Manager with the management and developing a team of Crew and Duty managers who consistently deliver exceptional levels of customer service, prioritise and understand the importance of 'The Hangar Customer Journey'; and in creating a fun, inclusive and welcoming environment which supports The Hangars mission and values.

In the absence of the General Manager, you will be the first point of contact for staff, customers and external businesses. You will also be responsible for overseeing effective centre operations and ensuring First Aid and Health and Safety protocol are always followed.

You will be key in supporting the General Manager in meeting sales and profitability KPI's alongside service KPI's. The successful candidate should understand the importance of attracting and retaining loyal climbing customers and delivering exceptional levels of customer service whilst also, maximising in-centre sales without negatively impacting customer experience or team moral.

Additional responsibilities, include supporting the Duty Manager with Staff scheduling; HR & administrative tasks; completing risk assessments & compliance tasks; the marketing of Hangar products and services; and developing strategies to increase customer retention and engagement levels.

This role would suit an energetic, organised and self-motivated person, with a proven ability to motivate teams to achieve targets and goals.

We will provide training and development to ensure that the right person for this role has the opportunity to grow and develop within our company.

SPECIFIC DUTIES/ RESPONSIBILITIES

This is an extremely varied, hands-on leadership role, so whilst supported by your General Manager, retail and marketing team, you'll readily lead by example and get involved in every aspect day-to-day centre operation including, but not limited to:

- Delivery of outstanding customer engagement and service – being proactive in providing help and support, prompt in replying to customer emails, social media and phone queries
- Ensuring that customers receive the exceptional level of experience our vision demands - across all Crew touch points
- Welcoming and processing customers into the centre, in line with The Climbing Hangars health and safety policies, including Inducting new climbers and ensuring they are safe and confident on the wall
- Ensure health, safety and hygiene practices and policies are followed at all times i.e. COSHH/ H&S/ Food Hygiene to provide a safe environment for both colleagues and customers
- Administration of our customer database and bookings systems (RGP)
- Providing customers with advice and facilitating the safe use of the centres climbing facilities; slackline; and training equipment
- Responding to/ supporting with First Aid incidents
- Support the Café team with the preparation and service of hot and cold food & beverages, maintaining high standards of Food Hygiene & H&S practices.
- Provide insight into improvements in process development or product development
- Advise customers on retail purchases, including the correct fitting of climbing shoes
- Assist in the planning, production and running of a range of events and activities, both inside and outside the centre
- Providing coaching support to groups of both adults and children
- Undertake general cleaning and tidying of the centre and facilities in line with centre procedures and H&S/ COSHH guidelines
- General maintenance including simple day-today centre facilities fixes in line with centre procedures and H&S/ COSHH guidelines
- Effectively briefing, managing, training and coaching Deputy Manager's and Crew – including appraisals and personal development
- Effectively scheduling, managing and facilitating group bookings and events –
- Constant business, product and service improvement.
- Effective face-to-face product and service promotion and sales
- Effective management of the centre café and retail provision
- Robust staff, customer and contractor health & safety and hygiene management, including first aid
- Centre financial performance analysis and reporting
- Stock Sourcing; Management & Reporting
- Customer acquisition, membership conversion & retention
- Local community engagement
- Centre staff scheduling, management and payroll
- Card and cash reconciliation

PREFERRED SKILLS/ EXPERIENCE

- Computer Literate
- Strong background in customer service
- Strong background in team management
- Proven record of meeting KPIs using financial and non-financial means
- Excellent communication skills
- Experience of resolving conflict in a tactful and diplomatic way
- Experience of H&S compliance
- Staff scheduling experience
- Cash handling experience
- Coffee/barista trained or willing to undertake training
- Experience of Stock management
- Self-motivated and able to work efficiently independently and as part of a team

IMPORTANT STUFF TO NOTE

As part of this role, you will be required to work evenings and weekends on a Rota basis. Generally our earliest shifts start at 6am and our late shifts finish at 11pm

BENEFITS OF WORKING AT THE HANGAR

- Free Use of Climbing & Training facilities for yourself
- Nominate one free climber to use our Centres
- Staff discount in Shop and Café
- Bonus & incentive scheme (*currently suspended due to Covid)
- A fun and supportive working environment
- Competitive salary
- Training, learning and development opportunities
- 28 days annual leave per year (pro rata & inclusive of bank holidays)
- Discounts at Partner Businesses