

<b>Job title:</b>	Duty Manager
<b>Pay Rate:</b>	£10.22 p/h
<b>Reports to:</b>	Deputy General Manager/ General Manager

**Job description**

**COMPANY OVERVIEW**

Welcome to the Hangar! The Climbing Hangar started life in a Liverpool warehouse in 2011. Since then we've grown to become a national business with six soon to be seven sites, 130 employees and over 12,000 climbers coming through the doors every month. Our mission is simple – Use climbing to inspire happier, healthier and more connected lives for everyone. We bring together epic climbing, fresh coffee 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. We design our Hangar experience with an easy to access, limitless progression concept to make it inclusive and friendly, where you feel right at home, right away but if you want to be world number one, we are right behind that too. We have ambitious plans for the next few years, and we're inspired to keep getting better by the experiences and stories of the people who climb with us every day. So, thank you to everyone who has been part of the Hangar story so far, and to everyone else, we look forward to future adventures. #boldertogether

**QUALITIES WE VALUE**

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

**THE ROLE**

We are looking for an enthusiastic people person to join our Management Team as a Duty Manager.

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.

Our centres are open from early morning to late evening and require a calming yet energetic, fun, and proactive Duty Manager who can inspire, organise, and lead a team of crew to consistently deliver exceptional levels of service and safety.

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.

Duty Managers will meet regularly with the senior management team to stay up-to-date with changes, issues and improvements across the company, and will be motivated to drive the crew team towards meeting specific Key Performance Indicators (KPI's).

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 will be key in developing a supportive environment for crew to grow and develop within their role.

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. If you don't value Diversity and Inclusivity in climbing for all people, then this role probably isn't for you.

## **SPECIFIC DUTIES/ RESPONSIBILITIES**

### **Leading from the Middle**

- Supervise crew in the delivery of all daily operation, 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
- Approve crew members Time & Attendance daily using our scheduling software
- 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 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 which aim to diversify the climbing customer base; increase social inclusion; and make climbing more accessible to all.
- 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

**Admin:**

- Ensure booking procedures are adhered to by all crew members
- 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 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.
- Lease with 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 11pm.

### **WHAT'S 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
- A daily right old laugh with your team
- The warm fuzzy glow of knowing your work is making a difference in people's lives
- An opportunity to learn from a wide range of excellent colleagues and gain coaching qualifications
- Competitive salary
- Training, learning and development opportunities
- 28 days annual leave per year (Pro-rata & inclusive of bank holidays)

**To apply**, please send your CV and a covering letter to [recruitment@theclimbinghangar.com](mailto: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.*