

<b>Job title:</b>	Deputy General Manager		
<b>Reports to:</b>	General Manager	<b>Responsible for:</b>	Duty Managers/ Crew members

**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

**ROLE PURPOSE**

The role of Deputy General Manager (DGM) is central to the effective and safe running of our Centre. 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; in addition to administrative duties behind the scenes.

The DGM, will be responsible for the day-to-day operation of the centre. Our centres are open from early morning to late evening and require an calming yet energetic, fun, and self-motivated DGM who can inspire, organise, and lead a team of Crew and Duty Managers to consistently deliver exceptional levels of service and safety.

Working alongside the General Manager, you will identify and build upon business opportunities and drive staff performance to meet sales and profitability KPI's, as well as service KPI's. The delivery of exceptional customer service across all departments within the centre will be a key aspect of this role and as such, 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.

In the absence of the General Manager, the DGM will be the first point of call for staff, customers and business partners and so should have a well-rounded knowledge of the team; customer base and all aspects of operations.

The DGM will be well supported by our Management Teams and 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:

#### **CUSTOMER SERVICE MANAGEMENT**

- Ensuring that customers receive the exceptional level of experience our vision demands across all Crew touch points
- Being proactive in providing help and support to customers through all methods of contact
- Act as a point of contact for both staff and customers concerning all centre operations during your scheduled working hours
- Ensure that the centre is fit for operation in respect of amenities and customer facilities.
- Provide leadership and direction to Duty Managers and Crew Members in excellent customer service and appropriate H&S practice.
- 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.
- Respond promptly to customer feedback and complaints (or ensure that this is forwarded to the appropriate manager)
- Analyze customer complaints with a view to improving service across all areas of the organisation
- 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 both adults and children
- Work regular Duty Manager shifts including weekend and evenings.

#### **HEALTH AND SAFETY MANAGEMENT**

- 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

- 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 aware of safe practice on the wall and when using all training facilities/ equipment
- Support the General Manager to manage, update and continually review The Hangars operational procedures with industry and H&S best practice..
- Support the General Manager to review and update all risk assessments and H&S policies relevant to centre operations and staffing annually/ when required.
- Ensure that the centre is cleaned according to appropriate standards
- Undertake general cleaning and tidying of the centre and facilities in line with centre procedures and H&S/ COSHH guidelines
- Ensure robust staff, customer and contractor health & safety and hygiene management, including first aid
- Manage first aid supplies & support the development of staff competency in dealing with First Aid incidents (i.e. through organising training)
- Complete monthly accident and health and safety reports
- General maintenance including simple day-today centre facilities fixes in line with centre procedures and H&S/ COSHH guidelines

#### **LINE MANAGEMENT**

- Provide line management support to Crew and Duty Managers when appropriate/required (including line management support to shop and café staff when required in the absence of the department manager).
- Ensure the ongoing development of the whole staff team including provision of regular team meetings/training workshops and annual team building/development days.
- Ensure staff complete all required online training modules relevant to their job role
- Support the training and development of new team members with support from HR/ Recruitment Officer
- Ensure staff are appropriately trained and carry out their roles according to their job descriptions and H&S legislation.
- Ensure daily record keeping by staff is efficient, accurate and in accordance with policies and procedures
- Manage the scheduling of the staff Rota; staff absences; and holidays.
- Ensure all staff complete their timesheets accurately and in a timely manner.
- Develop staff performance standards.
- With support from the General Manager, conduct ongoing, regular performance management of team members, through informal and formal processes as required.
- Conduct quarterly & annual staff appraisals of Crew Members

#### **SALES/ MARKETING MANAGEMENT**

- Contribute to strategies regarding customer acquisition, membership conversion & retention
- Provide insight into improvements in process development or product development
- Work with the sites Social Media ambassador and the marketing team to ensure products are marketed to the highest possible standards
- Contribute to The Hangars Social Media pages and Website through posts, stories and blogs; and support the sites Social Media Champion to develop a calendar of media content for the site
- Advise customers on retail purchases, including the correct fitting of climbing shoes

- Assist in the planning, production and running of a range of internal and external events and activities
- Deliver effective face-to-face product and service promotion and sales

#### **REPORTING & ADMINISTRATION**

- Cash and Card reconciliation
- Administration of our customer database and bookings systems (RGP)
- Scheduling, managing, and facilitating group bookings and events
- Centre financial performance analysis and reporting
- Centre staff scheduling, management and payroll
- Stock Sourcing; Management & Reporting

#### **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.

#### **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)