

<b>Job title:</b>	Junior Crew Member
<b>Pay Rate:</b>	£8.91p/h rising to £9.20p/h after successful progression to Senior Crew member
<b>Reports to:</b>	General Manager

**Job description**

**ROLE PURPOSE**

To work with the existing site team to prioritise exceptional levels of customer service across all aspects of the Centre; ensure customer safety; and effectively promote the Hangar's products and services to support the growth of the business.

**THE ROLE**

We are looking for a part-time staff member to join our crew. This is a varied role which will involve working across reception; retail; and providing support in our café. We will offer in house training for each area; but someone who is friendly; fun; values diversity; and priorities customer service is a must for this role.

You'll need to be a friendly, computer literate individual with a good understanding of the importance of excellent customer service. A high standard of written and spoken English is essential.

**SPECIFIC DUTIES/ RESPONSIBILITIES**

- Delivering exceptional levels of customer service, prioritising customer experience and responding promptly to customer queries
- 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
- Answering customer queries by phone, email and in person
- 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
- Effectively promote and sell the Hangar's products and services
- 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
- Undertake basic ad hoc admin tasks as directed by the Centre Manager/Deputy Manager
- Providing coaching support to groups of both adults and children
- Assist with Setting tasks, including hold washing, safety checks, planning and testing climbs as directed by the Head Setter
- 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-to-day centre facilities fixes in line with centre procedures and H&S/ COSHH guidelines

- Assist with stock management tasks as directed by the management teams
- Supporting the Management and Social Media team with the production and promotion of Hangar products and events

#### **PREFERRED SKILLS/ EXPERIENCE/ CERTIFICATES**

- Computer Literate
- Strong background in customer service
- Excellent communication skills
- 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**

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.