



DEPUTY GENERAL MANAGER

JOB DESCRIPTION

JOB TITLE:	Deputy General Manager
WHO YOU'LL REPORT TO:	General Manager
WHO YOU'LL BE RESPONSIBLE FOR:	Site team in absence of General Manager

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

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 a calming yet energetic, fun, and self-motivated DGM who can inspire, organise, and support 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.

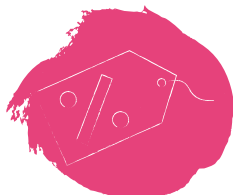
In the absence of the General Manager, the DGM will be the first point of call for staff, customers and business partners and so should have a well-rounded knowledge of the team; customer base and all aspects of operations.

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

- △ 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
- △ 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 with the aim to diversify our 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)
- △ Analyse 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.

SPECIFIC DUTIES/ RESPONSIBILITIES

- △ 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-to-day centre facilities fixes in line with centre procedures and H&S/ COSHH guidelines

STAFF SUPPORT

- △ Provide line management support to Crew and Duty Managers (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

KEY REQUIREMENTS/ 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

This role is split between operational and administrative duties. 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 10:30pm.

OUR VALUES

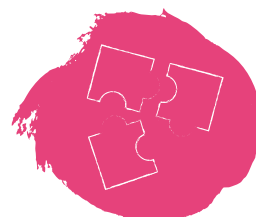
We believe that life is a series of adventures, that it's easier to get better together, that we should strive to deliver the unexpected... and we believe that applies as much to the service we provide to our customers as it does to the way we run our business and work with our teams. We're a close-knit 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**



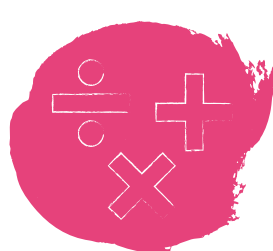
**CURIOUS AND FIND JOY
IN SOLVING PROBLEMS**



**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.