

# GENERAL MANAGER

## JOB DESCRIPTION

JOB TITLE:	General Manager
WHO YOU'LL REPORT TO:	Regional Manager
WHO YOU'LL BE RESPONSIBLE FOR:	Site Team

### 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

As an ambitious General Manager, you will need to combine strong leisure sector commercial, financial and operational experience, with hands-on team management skills.

The successful candidate will intuitively understand the importance of attracting and retaining loyal climbing customers and delivering exceptional levels of customer service, whilst also maximising in-centre sales to meet site KPI's. All to be achieved within a tightly controlled cost structure- requiring entrepreneurial flair and leadership.

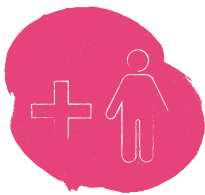
Supported by a central operations, retail and marketing team, you will be expected to effectively implement our market-leading customer engagement strategy to ensure that our customers not only rave-out-loud about our walls and our staff, but also about their fellow climbers. In other words, you will play a fundamental role in establishing The Climbing Hangar as the UK's leading climbing community, delivering a first-class climbing experience as well as encouraging customers to learn, socialise and help others achieve their goals.

As General Manager, you will be afforded considerable operational and financial control to deliver and refine our approach to meet the needs of your customers. Equally, you can expect significant involvement with budget and target setting and, as 'a manager with the freedom to manage,' a corresponding level of commercial, financial and operational freedom.

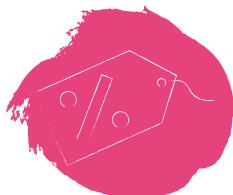
But with that freedom comes significant responsibility for success. This is not a role for the faint hearted or those who fear the level of accountability this level of freedom brings

## WHATS IN IT FOR YOU?

In return for your brilliance, you will receive:



**FREE CLIMBING FOR YOU  
AND A PLUS ONE**



**DISCOUNTS ON OUR RETAIL ITEMS  
AND FROM 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**



**31 DAYS ANNUAL LEAVE PER YEAR**  
(Pro-rata & inclusive  
of bank holidays)

## SPECIFIC DUTIES/ RESPONSIBILITIES

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

- ▷ Overseeing and ensuring the effective running of all centre operations
- ▷ Act as the main point of contact for both staff and customers concerning all centre operations
- ▷ 12-month financial and calendar planning
- ▷ Centre financial performance analysis and reporting
- ▷ Customer acquisition, membership conversion & retention
- ▷ Local community engagement & development of social groups which use climbing as a tool for inclusion
- ▷ Centre staff scheduling, management and payroll
- ▷ Card and cash reconciliation
- ▷ 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
- ▷ Effectively motivating, briefing, managing, training and coaching Deputy Manager's and Crew – including appraisals, performance management and personal development
- ▷ Effectively scheduling, managing and facilitating group bookings and events – including return on investment analysis
- ▷ 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 the reviewing and updating all risk assessments and H&S policies relevant to centre operations and staffing annually/ when required
- ▷ Overseeing the proper training and development of new and existing staff members relevant to their roles
- ▷ Ensuring that the Hangar values underpin all aspects of its operations

## ESSENTIAL SKILLS/ EXPERIENCE

- Management experience in a major climbing wall or leisure facility
- Leisure sector operational experience of building, organising and motivating a diverse team of individuals to achieve demanding financial and non-financial performance targets
- Compliance/ H&S Management
- Entrepreneurially driven with sound commercial business development and sales skills
- Computer literate and skilled in Microsoft Office / Sharepoint/ Teams
- Committed to leading by example, work hard and be part of a team

## DESIRABLE SKILLS/ EXPERIENCE

- Previous use of Rock Gym Pro and rota writing software
- Experience of implementing, tracking and reporting on Marketing Campaigns
- Experience of Event Management
- Climbing experience and/or qualifications
- Coaching experience/ qualifications
- Business/ HR qualifications

### Important stuff to note

As part of this role, you may be required to work some operational shifts to support your team and the needs of the business. Generally our earliest shifts start at 6am and our late shifts finish at 10:30pm.

## OUR VALUES

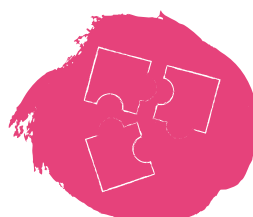
We believe that life is a series of adventures, that it's easier to get better together, that we should strive to deliver the unexpected... and we believe that applies as much to the service we provide to our customers as it does to the way we run our business and work with our teams. We're a close-knit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



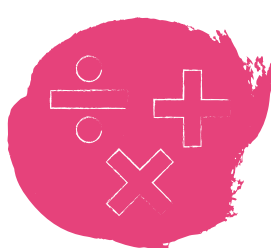
**CURIOUS AND FIND JOY  
IN SOLVING PROBLEMS**



**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](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.