

# HEAD COACH

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Head Coach
<b>WHO YOU'LL REPORT TO:</b>	General Manager/ Head of Coaching
<b>WHO YOU'LL BE RESPONSIBLE FOR:</b>	Coaching 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 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

### THE ROLE

As head of our coaching team, you'll combine first-class customer service experience, with a practical hands-on approach to ensuring maximum customer engagement and satisfaction, managing a team of coaches and administration.

With such a direct impact on customer experience, you'll intuitively understand the importance of attracting and retaining loyal climbing customers and delivering exceptional levels of service whilst also, maximising in-centre sales and helping to maintain inspirational levels of team motivation.

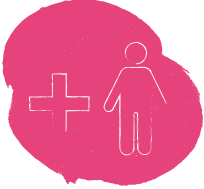
Supported by the Head of Coaching and your general manager leading the team, you will be responsible for front of house delivery of our coaching products from kids classes, NICAS (National Indoor Climbing Award Scheme), inductions for all new visitors, adults progression classes and youth squad coaching. You will be involved in new product development, delivering CPD to your team of coaches and ensuring the highest level of delivery is carried out across your centre.

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.

Hangar coaching is not just about imparting skills knowledge to our customer base. Its so much more! Hangar coaching is about helping our climbers to experience a range of feelings and develop relationships to help them access this sport that we love.

## 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)

## GENERAL RESPONSIBILITIES

Working closely with the Head of Coaching, your responsibilities will include, but not be limited to:

- ▷ Ensuring that customers receive the exceptional level of experience our vision demands - across all coaching touch points.
- ▷ Leading your coaching team so that coaching can be improved, be that through innovative process development or through insightful recommendations for change – we're always open to new ideas
- ▷ Effective face-to-face product and service promotion and sales
- ▷ Ensuring all relevant health, safety and hygiene practices are followed in respect to fellow staff, customer and contractors.
- ▷ As Head of the Coaching team you will, under the direction of the Head of Coaching/General Manager, be responsible for the smooth running of Hangar Coaching to a variety of customers by assuming responsibility for different aspects of centre operations as specified by your shift rota including, but not limited to, the following:
  - ▷ Ensuring you are punctual for your coaching sessions/shifts at all times
  - ▷ Thoroughly prepared with regards to content on coached sessions
  - ▷ Ensuring staff, customer and contractor health, safety and hygiene at all times
  - ▷ Providing management with insight on issues and potential opportunities
  - ▷ Achieving a range of key customer experience measures including; customer reviews and recommendations and customer satisfaction.
  - ▷ Weekly monitoring of weekly classes and offerings, making adjustments to staffing where necessary.
  - ▷ Conducting one to one discussions with coaching staff, recording training needs and addressing issues that arise.

## SPECIFIC RESPONSIBILITIES

All Centre Head Coaches will be trained to cover all relevant duties\* including, but not limited to:

- ▷ **Centre Inductions** – including; centre orientation, climbing safety, centre rules, climber etiquette, and a skills introduction as well as signposting to further Hangar products that suit the individual customer. You will be expected to monitor the delivery of these inductions so that customers have the best experience possible and training staff to a high standard.
- ▷ **Administration / Events** – This will include the booking system and ensuring that each session is appropriately staffed, working in conjunction with the rota team in your centre.
- ▷ **Group / One-One Coaching** – including; holding specific / scheduled group and one-to-one coaching sessions for both new and experienced climbers depending upon experience.
- ▷ **Planning** - Delivering high quality "Hangar Style" coaching that meets customer expectations and provides them with visible progress; developing new products and reviewing existing ones as part of the wider Hangar coaching network
- ▷ Keeping your coaching team up to date with qualifications such as first aid and safeguarding, as well as competency and proficiency on Hangar products and NCB awards and qualifications.
- ▷ Keeping abreast of current coaching philosophy and standards and sharing knowledge with coaching team
- ▷ **Coach education** – delivering monthly coach ed sessions and contributing accordingly with company-wide promotions and latest coaching initiatives. This will also include training new starters in the role of Hangar Coach.
- ▷ **Collaboration** – You will work closely with the head of coaching in planning and delivery. You will also be expected to mentor and develop our trainee coaches on the coaches pathway.
- ▷ **Monitoring specific customer experience** – this will involve looking across all of our coached products and inductions to ensure staff have the training and resources to deliver to the highest standard. This will mean addressing any shortfall in either.
- ▷ **Review & develop products** – this will mean working closely with the other head coaches to review and refine existing products and to develop new products, with a robust testing process to ensure the highest standards.
- ▷ **Marketing and social channels** – working closely with our marketing team and social media champions on site to allow for regular communication with our customer base to both inform and inspire.
- ▷ **Monthly Head coaches meetings** – you will need to attend (remotely) a monthly head coaches catch up meeting for information sharing and celebrate success.

**Please note** - You will not be coaching full time and your role will include administrative duties as well as other duties in keeping with the smooth running of the centre.

## KEY REQUIREMENTS/ SKILLS/ EXPERIENCE

Being passionate about customer experience and service, as well as coaching is super important.

### Essential:

- ▷ Being a movement specialist or having experience in this field is essential.
- ▷ Disclosure & Barring Service (DBS) check required to work with children & vulnerable adults
- ▷ Fundamentals of Climbing 1 & 2
- ▷ Development Coach trained and assessed
- ▷ Safeguarding experience of working with vulnerable people/children
- ▷ Minimum of 1 year working in a climbing environment (indoor or outdoors) or coaching another sport to a similar standard.
- ▷ Management of a team of coaches to ensure they are trained to highest standards on both internal and external products
- ▷ Experience in coaching a variety of audiences
- ▷ Excellent customer service skills
- ▷ Literate & Numerate
- ▷ Comfortable using a range of packages incl. till / POS and / or customer CRM systems
- ▷ Capable of managing a group of coaches for their own CPD and development
- ▷ Warm, knowledgeable, friendly and approachable team players who genuinely enjoy helping customers of all ages and abilities – including children from age 4+
- ▷ Great verbal communicators
- ▷ Passionate about customer experience and an ability to deliver to a high standard

### Desirable:

- ▷ A passionate and competent climber with a clear understanding of developing coaching and activities to suit a range of customer requirements
- ▷ Health, Safety & Hygiene Certified
- ▷ Physical training for climbing
- ▷ BMC Coaching children course
- ▷ PT level 3/ S&C level 4
- ▷ Experience in coaching other sports would be a great advantage
- ▷ Competition climbing experience either through competing or coaching
- ▷ Working knowledge of social media
- ▷ A reflective practitioner who can assess their own performance and make adjustments to their coaching & management

## OUR VALUES

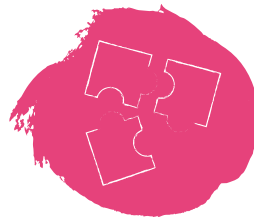
We believe that life is a series of adventures, that it's easier to get better together, that we should strive to deliver the unexpected... and we believe that applies as much to the service we provide to our customers as it does to the way we run our business and work with our teams. We're a close-knit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