

CREW

JOB DESCRIPTION

JOB TITLE:	Crew
WHO YOU'LL REPORT TO:	General Manager
WHO YOU'LL BE RESPONSIBLE FOR:	n/a

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

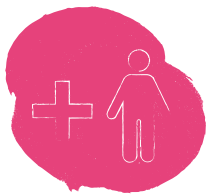
THE ROLE

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.

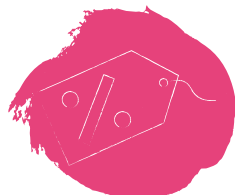
This is a varied role which will involve working across reception; retail; and providing support in our café. We will offer in house training for each area; but someone who is friendly; fun; values diversity; and priorities customer service is a must for this role.

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

- ▷ 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 management team
- ▷ 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
- △ Act as a Fire Marshall during drills, and emergency situations

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 10:30pm.

OUR VALUES

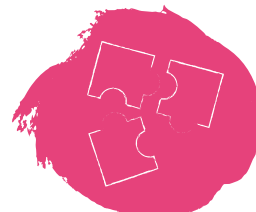
We believe that life is a series of adventures, that it's easier to get better together, that we should strive to deliver the unexpected... and we believe that applies as much to the service we provide to our customers as it does to the way we run our business and work with our teams. We're a close-knit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



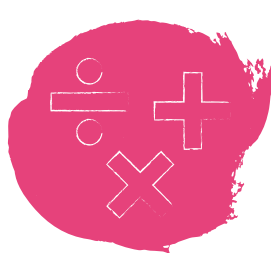
**CURIOUS AND FIND JOY
IN SOLVING PROBLEMS**



**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.