THE CLIMBING HANGAR

OPERATIONS SUPPORT ANALYST

JOB DESCRIPTION

JOB TITLE:	Operations Support Analyst
LOCATION:	HQ, 39 Fleet Street Liverpool L1 4AR
ANNUAL SALARY:	Competitive

PURPOSE OF THE ROLE

We're seeking a dynamic and proactive Operational Support Analyst to join our team. The candidate will be responsible for centralised functions in support of our expanding portfolio of sites.

Working alongside Regional Managers to generate efficient utilisation of our CRM system, membership, retail and café operations. You will be responsible for the standard operational procedures, how they are applied and maintained as well as supporting financial and reporting capabilities in the business. You will be responsible for managing the IT infrastructure and work with the finance teams on managing costs.

A key part of the role is ensuring that the right technology is in place and appropriately used, available and reliable for site operations. You will be part of the team working on the out of hours support for our sites that operate from 6am to 10pm. The role encompasses working across applications, maintaining networks and servers working with our 3rd party IT services provider. You will be the key contact for communicating and managing the relationships with these suppliers.

We use Salesforce to engage with our customers. You will aid the marketing team in the configuration of campaigns that cut across from our CRM to the marketing tools, ensuring the correct configuration to enable reporting on the success of different campaigns.

There may be occasions where travel to our sites is required, and on the launch of a new site you will be managing the configuration of the on-site tech.

PERSONAL PROFILE

- Strong troubleshooting and problem-solving skills
- Excellent communication and interpersonal skills.
- Attention to detail.
- Ability to work independently and as part of a team.
- Maintains accurate documentation related to processes, applications, and setup.
- Good at identifying opportunities to optimise and enhance systems.
- Working knowledge of IT applications and infrastructure.
- Can project manage 3rd parties to deliver IT projects on time, in budget.
- Take ownership and resolve issues working with stakeholders at all levels.
- Practices self-guided continuous self-learning.

DESIRABLE EXPERIENCE, KNOWLEDGE AND SKILLS

- SQL
- Rock Gym Pro
- Jira
- Google Analytics
- Salesforce
- Windows Server Administration
- JAMF
- AWS
- Network and Internet Management
- Sage Intacct

WHATS IN IT FOR YOU?

In return for your brilliance, you will receive:

Free Climbing for you and a plus one

felxible/hybrid working

Pet friendly working environment

A daily right old laugh with your team

Competitive salary

Training, learning and development opportunities

28 days annual leave per year
(Pro-rata & inclusive of bank holidays)

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
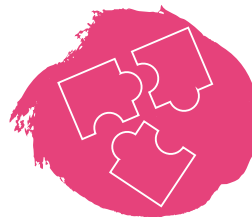
Curious and find joy in solving problems

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

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.