

DEPUTY GENERAL MANAGER

JOB DESCRIPTION

JOB TITLE:	Deputy General Manager (DGM)
WHO YOU'LL REPORT TO:	General Manager (GM)
WHO YOU'LL BE RESPONSIBLE FOR:	Crew Members/ Duty Managers (DM)/ Assistant 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 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

We are seeking experienced and highly motivated individual to join our team as a Deputy General Manager.

The Deputy General Manager at The Climbing Hangar will play a key role in assisting the General Manager with the overall management and operation of the bouldering wall facility. This role involves overseeing various departments (including reception, coaching. Retail and The Hangar Café), ensuring exceptional customer service, managing staff, and achieving business objectives. The Deputy General Manager will also focus on key performance indicators (KPIs) to ensure operational success and business growth.

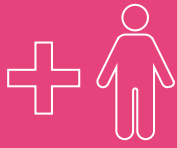
This is an active, customer facing role which involves a hands-on approach across all centre operations including the cleaning of our facilities. Our centres are open from early morning to late evening and require a calming yet energetic, fun, and self-motivated DGM who can inspire, organise, and support a team of Crew and 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 discounts on food and drinks from our Café



Discounted gear from our retail range



Partner discounts from Black Diamond, Scarpa, Unparallel, and Evolv



The warm fuzzy glow of knowing your work is making a difference in people's lives



Access to our Employee Assistance Program, including free access to the Headspace App



Training & development opportunities, including inhouse coaching & barista training



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

KEY RESPONSIBILITIES:

OPERATIONAL MANAGEMENT:

- ▲ Assist the General Manager in overseeing the daily operations of the bouldering wall, ensuring efficiency and effectiveness in all areas including Reception, Retail, Coaching, and The Hangar Café.
- ▲ Implement and monitor operational policies and procedures to maintain high standards of service and safety.
- ▲ Ensure the facility is clean, well-maintained, and fully operational at all times.
- ▲ Open and close the facility as per the scheduled hours & procedures.

CUSTOMER SERVICE:

- ▲ Promote a welcoming and inclusive atmosphere for all customers, visitors and staff
- ▲ Ensure that all staff provide exceptional customer service and address customer inquiries and complaints effectively.
- ▲ Monitor customer feedback and implement strategies to improve customer experience.
- ▲ Deliver inductions which create memorable and fun climbing experiences for guests.
- ▲ Provide coaching support to groups of both adults and children as required.

STAFF SUPERVISION & SUPPORT:

- ▲ Lead, supervise, support and motivate all front-line staff during your shift, including front of house, café, coaching staff and managers.
- ▲ Conduct regular staff briefings and ensure all team members & managers are aware of their duties and responsibilities.
- ▲ Assist in recruiting, training, and developing staff to ensure a high-performing team.
- ▲ Assist in measuring staff performance against set KPI's, such as punctuality, productivity, and customer service ratings.
- ▲ Conduct regular performance reviews and welfare checks with staff, and staff and provide feedback and development plans for team members in collaboration with senior management.
- ▲ Foster a positive and collaborative work environment.

SAFETY AND COMPLIANCE:

- ▲ Monitor the safety and security of the facility and its users.
- ▲ Ensure strict compliance with health and safety regulations and company policies/ procedures, maintaining HR Audit score over 90%
- ▲ Conduct regular safety checks & Risk Assessments; and address any hazards or issues immediately.
- ▲ Act as Fire Marshall and First Aid responder in Emergency situations.
- ▲ Handle any emergencies or incidents according to established protocols.
- ▲ Ensure all incidents and accidents are recorded and investigated with corrective actions implemented.
- ▲ Assist with EHO inspections as required

OPERATIONAL EFFICIENCY:

- ▲ Ensure efficient staff scheduling to optimise labour costs while maintaining high service levels.
- ▲ Implement process improvements to enhance operational efficiency and customer experience.

SALES AND REVENUE:

- ▲ Support the GM/ DGM in tracking and achieving daily, weekly, and monthly sales targets.
- ▲ Implement strategies to increase revenue, such as upselling memberships, merchandise, and food items.
- ▲ Monitor and manage budgetary targets and cost controls.

FINANCIAL MANAGEMENT:

- ▲ Handle daily cash management, including opening and closing tills.
- ▲ Assist in achieving sales targets and managing budgets.
- ▲ Assist in managing the facility's budget, including monitoring expenses and revenue.
- ▲ Prepare and analyse financial and business reports to track performance against targets.
- ▲ Implement cost-control measures and strategies to improve profitability.

SCHEDULING AND PAYROLL:

- ▲ Oversee staff scheduling to ensure adequate coverage and efficient labor costs.
- ▲ Approve timesheets and manage payroll processes.

EVENT COORDINATION:

- ▲ Assist in planning and executing events, competitions, and special activities.
- ▲ Coordinate with external groups and organisations for group bookings and special events.
- ▲ Coordinate with the marketing team to promote events and classes.

PROBLEM SOLVING:

- ▲ Address and resolve customer complaints and operational issues promptly and effectively.
- ▲ Ensure smooth communication between different departments and management.

ADMINISTRATIVE TASKS:

- ▲ Maintain accurate records of incidents, customer feedback, maintenance activities, and staff performance.
- ▲ Ensure all administrative paperwork is completed accurately and filed appropriately including invoice processing; Accident & Incident reporting; Procedural checklists; and Due Diligence records .
- ▲ Support with Social Media content & management.
- ▲ Monitor inventory levels of supplies, equipment, and merchandise.
- ▲ Place orders and manage stock replenishment to prevent shortages and maintain optimal inventory levels.
- ▲ Be responsible for Weekly Business Summary (WBS); Business Review Meeting (BRM); Site Score Care; and P&L Review with the ability to report on weekly trading performance in the absence of GM.
- ▲ Manage site HR documents, actioning points from Weekly HR reports.

ESSENTIAL SKILLS/ EXPERIANCE/ CERTIFICATES:

EXPERIENCE:

- ▲ Previous experience in a supervisory or managerial role, preferably in a sports or leisure facility.
- ▲ Experience of coaching a team towards achieving KPI's (preferred)
- ▲ Experience of completing P&L Reviews; BRMS; and WBS (preferred)
- ▲ Experience of H&S Risk Assessment/ Management (preferred)
- ▲ Experience in the climbing or outdoor industry is a plus.
- ▲ Experience with RGP is preferred but not essential (full training provided)
- ▲ Experience with coaching children or adults in a sporting environment is preferred but not essential (Internal training provided)
- ▲ Experience of working towards KPI'S

SKILLS:

- ▲ Strong leadership and team management skills.
- ▲ Excellent customer service and communication abilities.
- ▲ Ability to handle multiple tasks and make decisions under pressure.
- ▲ Ability to perform and adapt in a fast paced and demanding environment
- ▲ Proficiency with basic computer applications (e.g., MS Office).

CERTIFICATIONS:

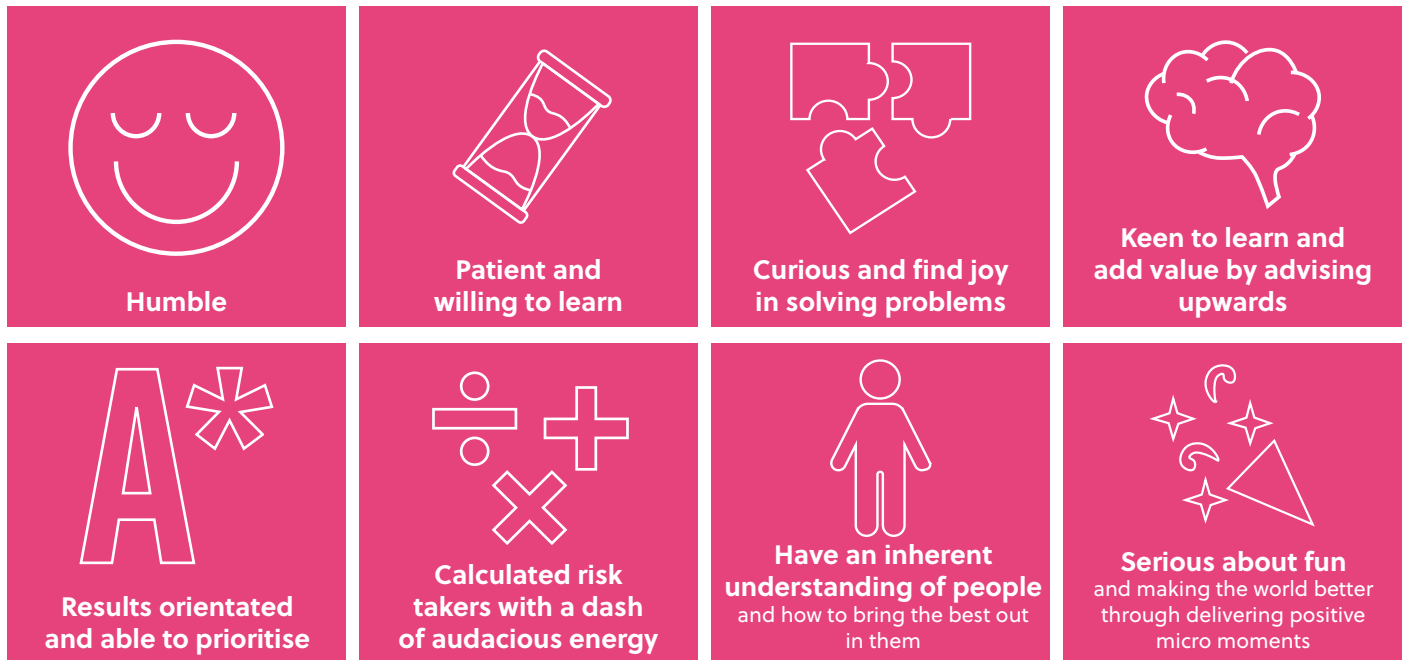
- ▲ First Aid certification (preferred but not essential).
- ▲ Climbing/ Bouldering Certifications (preferred but not essential).

WORKING CONDITIONS:

- ▲ Customer facing role
- ▲ Ability to work flexible hours, including evenings, weekends, and holidays.
- ▲ Physical ability to engage in climbing activities and perform safety checks.
- ▲ Ability to lift and carry up to 25kg

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:



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.