



CREW MEMBER

JOB DESCRIPTION

JOB TITLE:	Crew Member
WHO YOU WILL REPORT TO:	Deputy General Manager/General Manager
WHO YOU WILL BE RESPONSIBLE FOR:	N/A

COMPANY OVERVIEW

The Climbing Hangar started life in a Liverpool warehouse in 2011. Since then, we've grown to become a national business with sites across England, Wales, and Scotland. Our mission is simple – to inspire bolder living through indoor climbing.

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 are obsessed with creating unforgettable experiences for climbers of all levels. As one of the leading climbing groups in the UK indoor climbing industry, we're dedicated to pushing the boundaries of what's possible and fostering a community where adventure thrives. Our climbing facilities are more than just walls – they're vibrant hubs of energy, creativity, and connection. Join us on this exhilarating journey as we inspire people to reach new heights and discover their inner strength #boldertogether

THE ROLE

As an essential part of our climbing community, Crew Members play a key role in delivering exceptional customer service, ensuring the safety and enjoyment of our guests, and maintaining the overall cleanliness and functionality of our facility. You will ensure that every experience exceeds expectations and contribute to a positive team environment. This role is for you if you're passionate about climbing, thrive in a fast-paced environment, and enjoy connecting with people.

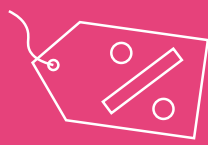
This diverse role involves working in various areas, including reception, retail, climbing, cleaning, and in our café. We will offer in-house training for each area, but we require someone who is friendly, fun, values diversity, and prioritizes customer service.

WHATS IN IT FOR YOU?

In return for your brilliance, you will receive:



Free Climbing for you and a plus one



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



Discounted gear from our retail range



Generous discounts on food and drinks from our Café



Training & Development opportunities, including inhouse coaching & barista training



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

SPECIFIC RESPONSIBILITIES

Customer Service:

- Provide exceptional customer experience by greeting guests, answering questions, and assisting with inquiries in a friendly and professional manner.
- Support the smooth operation of climbing sessions, classes, events, and competitions by assisting with setup, registration, class delivery, and crowd control as needed.

Team Collaboration:

- Collaborate with colleagues to ensure the smooth operation of climbing sessions, classes, events, and competitions by assisting with setup, registration and class delivery.
- Collaborate with teammates and management to identify opportunities for process improvements, customer experience enhancements, and community engagement initiatives.

Menu Knowledge:

- Have a thorough understanding of the menu and be able to answer customer questions with an excellent understanding of Allergens.
- Make recommendations based on customer preferences and dietary requirements.

Health & Safety:

- Monitor climbing areas to ensure the safety of climbers, enforce facility rules and procedures, and address any safety concerns or incidents promptly and effectively.
- Respond to/ support with First Aid incidents/ Fire evacuation.
- In line with facility procedures and H&S/ COSHH guidelines, perform routine cleaning and maintenance tasks throughout the facility, including vacuuming climbing mats, sanitizing equipment, and restocking supplies to uphold cleanliness and hygiene standards.

Induction/Coaching:

- Onboard new customers and provide coaching support to both adult and youth groups.

- Assist with equipment rentals and customer processing to ensure all climbers have the necessary gear and are properly prepared for their climbing experience.
- Deliver engaging inductions that create memorable and enjoyable climbing experiences for customers.
- Provide coaching support to groups of both adults and children.

Barista:

- Curate fantastic coffee for our customers, as per The Climbing Hangar company specifications, while providing an exceptional service from start to finish.

Food Preparation & Quality Control:

- Prepare sandwiches, toasties, and other café items, ensuring high standards of taste, presentation, and consistency.

Food Health & Safety:

- Maintain excellent food hygiene practices, keeping the café clean, safe, and compliant with regulations to help guarantee the safety of your entire team and customers.

Site Maintenance:

- Assist with stock management tasks as directed by the management team.
- Assist with setting tasks, including hold washing, safety checks, planning, and testing climbs as directed by the Head Setter.

Reception Duties :

- Handle card transactions accurately and securely, including sales of climbing sessions, merchandise, and rentals.
- Act as a brand ambassador for The Climbing Hangar by promoting our climbing services, retail and café offerings, and membership options to guests and encouraging them to become part of our climbing community.
- Undertake basic ad hoc admin tasks as directed by the Centre management team.

Other:

- Support the Management and Social Media team with the production and promotion of Hangar products and events.
- Assist Fire Marshals during drills and emergencies.
- Assist in planning and executing events and promotions within the facility.

ESSENTIAL SKILLS/EXPERIENCE/CERTIFICATES

- Passion for climbing and a genuine interest in promoting the sport to others.
- Excellent interpersonal and communication skills, with the ability to interact positively with people of all ages and backgrounds.
- Computer Literate.
- Strong attention to detail and a proactive approach to safety/ risk management and facility cleanliness.
- Ability to work effectively in a fast-paced environment and handle multiple tasks with accuracy and efficiency.
- Flexibility to work evenings, weekends, and holidays as required.
- Self-motivated and able to work independently and as part of a team.

DESIRABLE SKILLS/EXPERIENCE/CERTIFICATES

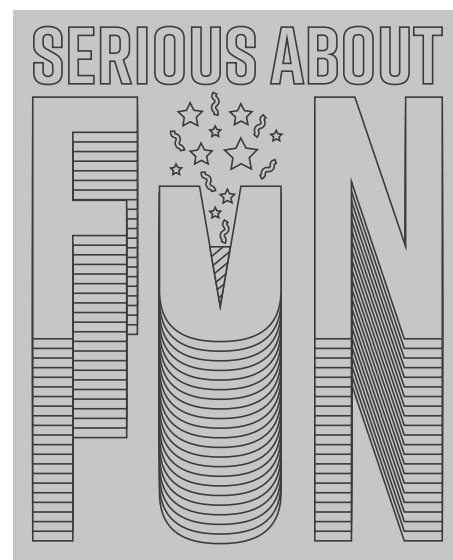
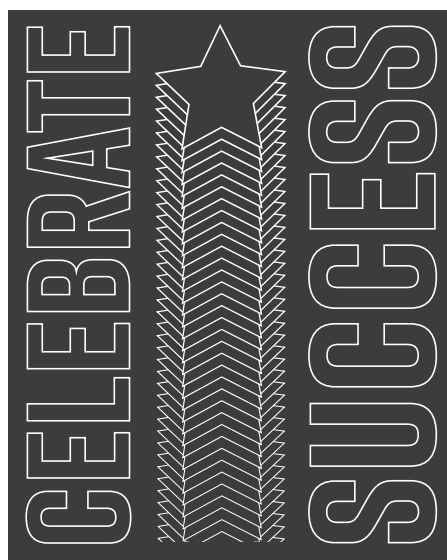
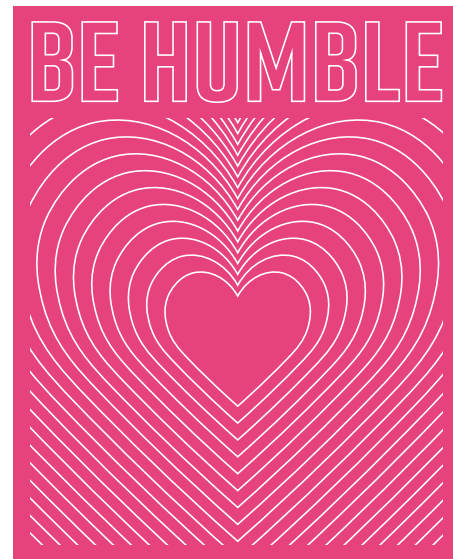
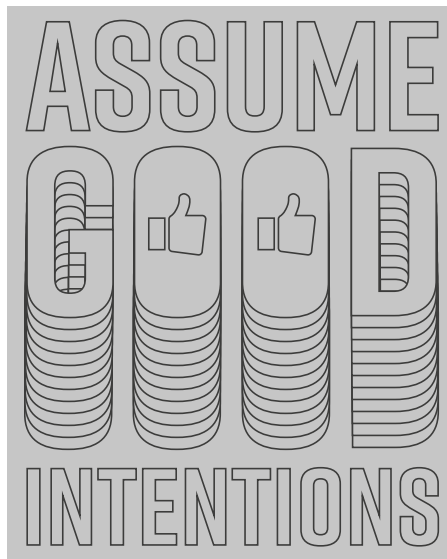
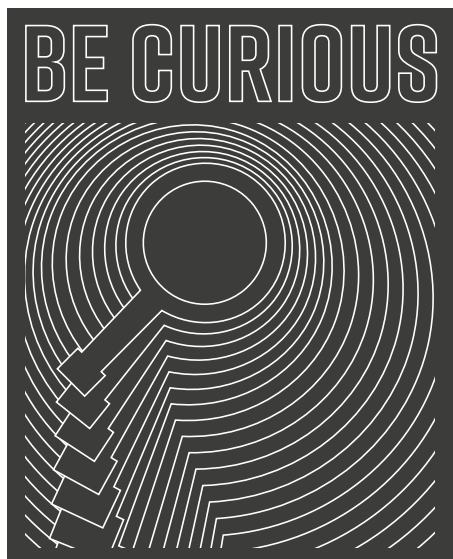
- Strong background in customer service/ hospitality
- Barista experience
- RGP experience
- Coaching experience
- Café experience
- Retail/ Stock management experience

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

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.