



KITCHEN CREW MEMBER

JOB DESCRIPTION

JOB TITLE:	Kitchen Crew Member
WHO YOU WILL REPORT TO:	Kitchen Manager / General 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 sites across the UK. 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 a Kitchen Crew Member, you'll help create a fantastic experience for every customer by preparing high-quality food and drinks, delivering friendly service, and maintaining excellent standards of cleanliness and food safety. Working as part of a supportive team, you'll contribute to the smooth running of our café and help create a welcoming space where our climbing community can connect, refuel and relax. We're looking for enthusiastic people who take pride in their work and enjoy working in a fast-paced fun environment.

KEY RESPONSIBILITIES

Food Preparation

- Prepare and serve high-quality food and drinks in line with company recipes, standards, and presentation guidelines.
- Ensure all orders are prepared accurately, efficiently, and within agreed service times.
- Maintain a strong understanding of menu items, ingredients, and allergens.

Customer Experience

- Deliver friendly, welcoming, and knowledgeable service to every customer.
- Take food and drink orders, process payments, and respond positively to customer queries.
- Create a positive café experience that reflects The Climbing Hangar's community-focused culture.
- Take child protection seriously and follow safeguarding procedures and escalate concerns.

Food Safety & Compliance

- Deliver friendly, welcoming, and knowledgeable service to every customer.
- Take food and drink orders, process payments, and respond positively to customer queries.
- Create a positive café experience that reflects The Climbing Hangar's community-focused culture.

Cleanliness, Hygiene & Safety

- Maintain high standards of cleanliness across all kitchen, café, and food preparation areas.
- Follow all food safety, hygiene, health and safety, and cleaning procedures.
- Complete daily due diligence checks and accurately maintain kitchen compliance records.
- Ensure kitchen equipment, utensils, and workstations are cleaned, sanitised, and maintained.
- Support opening and closing procedures, including cleaning, food preparation, stock checks, and equipment setup.

Stock & Waste Management

- Support effective stock control through stock rotation, accurate recording, and replenishment of supplies.
- Monitor ingredient levels and communicate shortages promptly to the Kitchen Manager.
- Minimise waste through careful stock handling and accurate waste recording procedures.
- Assist with regular stock counts and inventory management.

Teamwork & Site Support

- Work collaboratively with kitchen and front of house teams to ensure smooth day-to-day operations.
- Communicate effectively with colleagues and managers, contributing positively to team culture.
- Support site events, promotions, and operational activities when required.
- Undertake any other reasonable duties appropriate to the role.

PERSON SPECIFICATION

Essential Criteria

- Previous kitchen, café, hospitality, or food service experience.
- Strong customer service and communication skills.
- Good attention to detail and commitment to maintaining high standards.
- Knowledge of allergen management and food safety legislation.
- Friendly, approachable, and customer-focused.
- Ability to remain calm and professional under pressure.
- Commitment to safeguarding and promoting welfare.

Desirable Criteria

- Level 2 Food Hygiene Certificate.
- Barista experience.
- Experience with pizza preparation, baking, or similar food production.
- Experience supporting events, promotions, or community activities.
- Experience completing food safety records and due diligence documentation.

WHAT'S IN IT FOR YOU



Free climbing for you, your dependents (your children under 18) and a plus one.



Training & development opportunities



Access to our Employee Assistance Programme.
Along with an on-site Mental Health First Aider and access to counselling services.



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



Discounted gear from our retail range.



Long service recognition.



Discounts on food and drinks from our café.



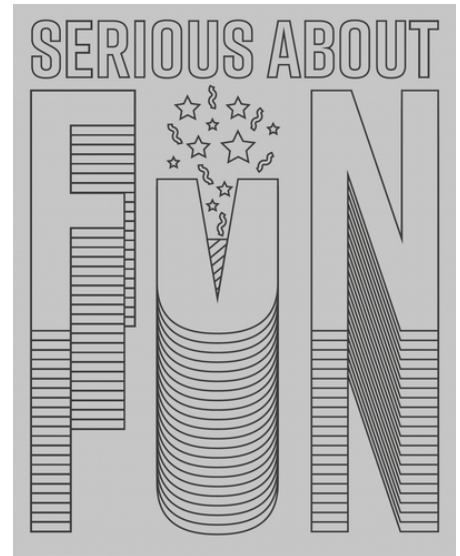
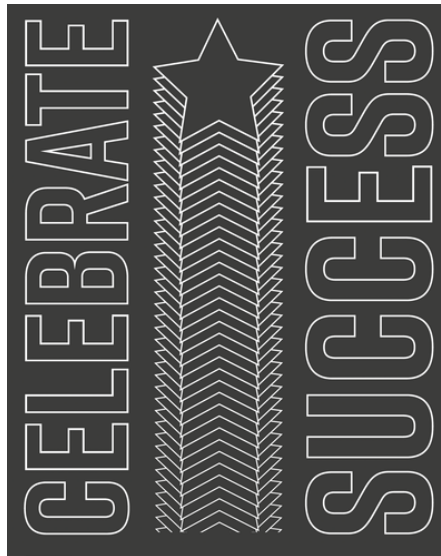
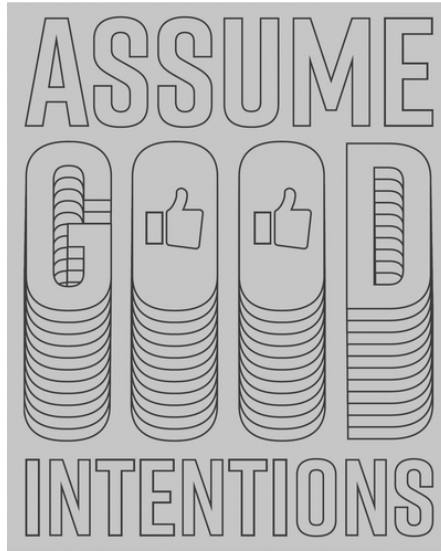
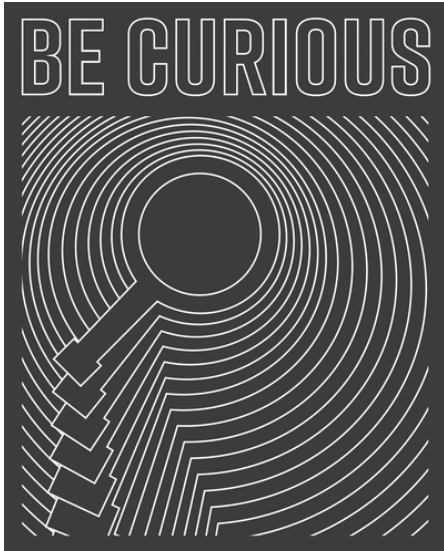
Employee referral scheme.

WORKING CONDITIONS

- Fast-paced kitchen and café environment.
- Ability to work flexible hours, including evenings, weekends, and holidays.
- Compliance with food safety, hygiene, and Health and Safety requirements at all times.

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:



EQUAL OPPORTUNITIES STATEMENT

We are an equal opportunities employer and are committed to ensuring equality of opportunity for all. We welcome applications from all suitably qualified candidates regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. All employment decisions are made based on merit, skills, and experience.

SAFEGUARDING STATEMENT

The Climbing Hangar acknowledges the duty of care to safeguard and promote the welfare of children at risk. The Hangar is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice.

HOW TO APPLY

Please send your CV and a cover 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.