THE CLIMBING HANGAR

DUTY MANAGER
JOB DESCRIPTION

JOB TITLE:	Duty Manager
WHO YOU WILL REPORT TO:	General Manager
WHO YOU WILL 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 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 Duty Manager, you will support the safe, efficient daily operation of the centre through hands-on involvement across reception, retail, and the café, while also providing administrative support. You will deliver and uphold exceptional customer service and help train and guide staff to maintain the Hangar Customer Journey to the highest standard.

You will act as the commercial lead on shift, ensuring every team member is contributing to membership growth, café performance, and retail sales. This role requires strong leadership, a commitment to creating a fun and inclusive atmosphere, and experience in customer-focused facility management.

KEY RESPONSIBILITIES

Commercial Leadership & Business Performance

- Take accountability for on-shift commercial performance, driving structured sales processes, KPI delivery and team performance to exceed revenue and profitability targets.
- Drive membership acquisition, conversion and retention on-shift by leading structured sales conversations and coaching the team in line with commercial plans.
- Under the guidance of the General Manager, execute approved commercial initiatives to grow memberships, retail, and café sales.
- Hold the front of house team accountable for sales and service standards, providing expectations and performance feedback to drive results.

Customer Service

- Deliver excellent customer service, resolve enquiries and issues promptly, and foster a welcoming, inclusive atmosphere.
- Drive service-led selling behaviours across the team, reinforcing expectations around membership conversations, retail add-ons, or café upsell opportunities.
- Gather and act on customer feedback, answer questions about products/services/policies and draft and publish responses to customer reviews in line with The Climbing Hangar guidelines.
- Understand that sales are a natural extension of service - actively listen, recommend solutions, and guide customers toward products and services that enhance their experience.
- Maintain strong product knowledge (climbing, café, retail) to ensure confident, service-led selling.
- Take child protection seriously and ensure safeguarding responsibilities are followed. The role may involve contact with children.
- Conduct regular 'mat walks' to help build long-term customer relationships through consistent, supportive service.
- Efficiently resolve customer and operational issues.
- Run, facilitate, and provide ongoing support with climbing sessions, classes and social sessions, ensuring smooth operations.

Operational & Financial Management

- Oversee daily operations across the bouldering wall, café, and retail area during the shift.
- Open and close the site according to procedures.
- Handle cash management in line with financial procedures and escalate any discrepancies to the General Manager.
- Monitor and maintain safety, cleanliness, and compliance of areas in line with facility H&S policies, escalating issues to the General Manager as required.
- Ensure cleaning checks are documented in the digital compliance system.

Staff Supervision & Management Support

- Lead, support, and motivate front-line staff during shifts.
- Coach staff in sales confidence, identifying who needs support and delivering on-the-floor interventions.
- Conduct briefings, train new staff, and support with their ongoing development.
- Facilitate smooth inter-department communication and escalate complex issues to the General Manager.
- Manage staff schedules, approve timesheets, and ensure adequate coverage.
- Maintain accurate on-shift records of incidents, feedback, maintenance, and staff performance.
- Support social media initiatives, stock management, and inventory replenishment.
- Assist in planning, executing, and promoting events, competitions, and group bookings that comply with risk assessments and health & safety requirements.

Health & Safety

- Conduct regular safety checks, act as Fire Marshal and First Aider, and manage emergencies.

Barista Management

- Prepare high-quality espresso-based drinks, maintain and troubleshoot coffee equipment and ensure consistency, presentation, and service excellence.
- Train and support staff in barista skills and service excellence, reinforcing coffee standards and service expectations on shift.

Food Delivery & Safety Monitoring

- Monitor and enforce food safety standards, including HACCP procedures, correct storage, allergen management, and compliance with Natasha's Law, ensuring accurate record-keeping at all times.
- Stay informed about menu updates and promotions to effectively upsell customers and keep staff in the loop.

PERSON SPECIFICATION

Essential Criteria

- Right to work in the UK.
- Previous experience in a supervisory or managerial role, preferably in a sports, leisure or hospitality facility.
- Previous experience in a revenuedriving environment (retail, hospitality, fitness, leisure, F&B).
- Commitment to safeguarding and promoting welfare.
- Strong leadership and team management skills.
- Comfortable working with sales targets, KPIs and commercial dashboard.
- Excellent customer service and communication abilities.
- Strong interest in developing skills to deliver coaching and social sessions.
- 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).
- If based in England or Wales, a Basic DBS certificate is required for this role. If you then pursue coaching during your employment with us, an Enhanced DBS certificate is required, and you will also be asked to complete a DBS self-declaration form. (TCH-funded)
- If based in Scotland, you will be required to join the PVG scheme. (TCH-funded)

Desirable Criteria

- Passion for climbing and a genuine interest in promoting the sport to others.
- Previous experience delivering, teaching, instructing, or coaching in any setting.
- Experience in the climbing or outdoor industry.
- Experience with point of sale systems.
- Relevant training (e.g. First Aid, safeguarding, climbing qualifications).
- Experience with coaching children or adults in a sporting environment.

WHAT'S IN IT FOR YOU?



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



Training & development opportunities, including in-house coaching, first aid & safeguarding training.



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).



Rota in advance (4 weeks)



Long service recognition.



Discounts on food and drinks from our café.



Discounted gear from our retail range.



Employee referral scheme.

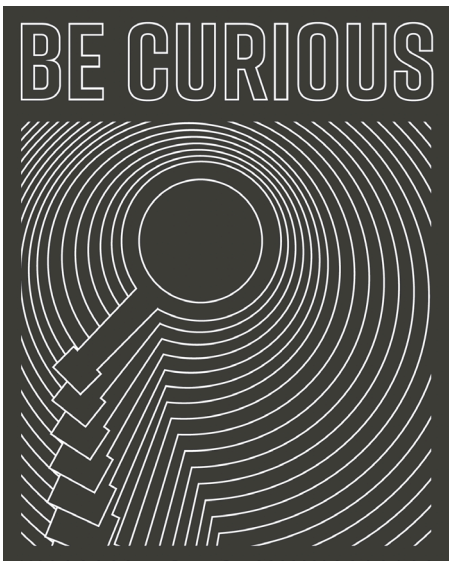
WORK & CONDITIONS

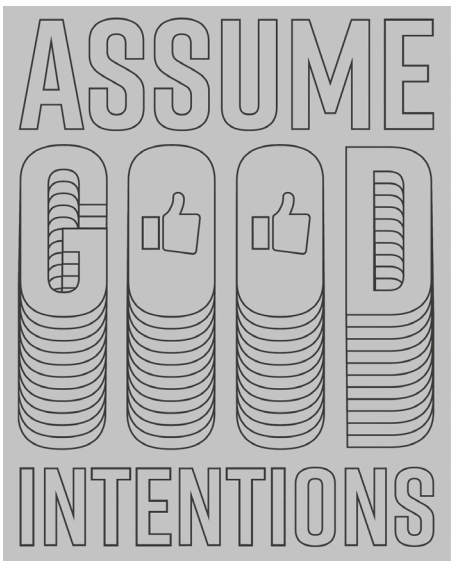
- Customer-facing role.

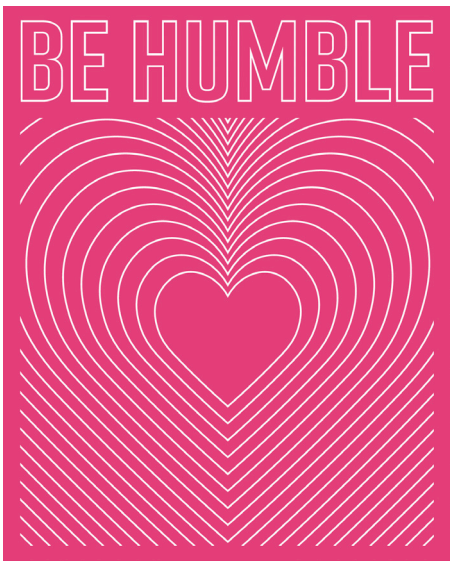
- Ability to work flexible hours, including evenings, weekends, and holidays.

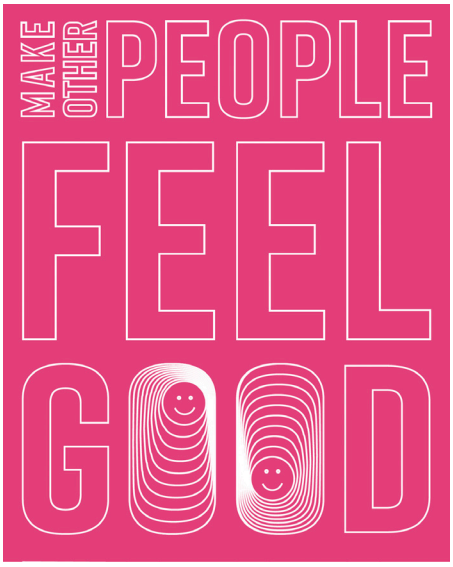
OUR VALUES

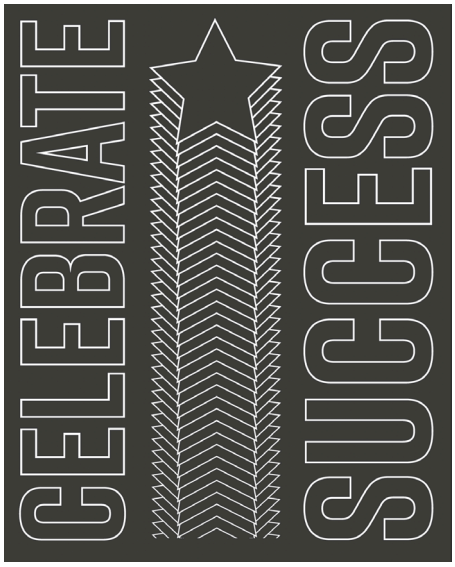
We believe that life is a series of adventures, that it's easier to get better together, that we should strive to deliver the unexpected... and we believe that applies as much to the service we provide to our customers as it does to the way we run our business and work with our teams. We're a close-knit team and looking for a new team member that will quickly feel part of the family. We value people that are:

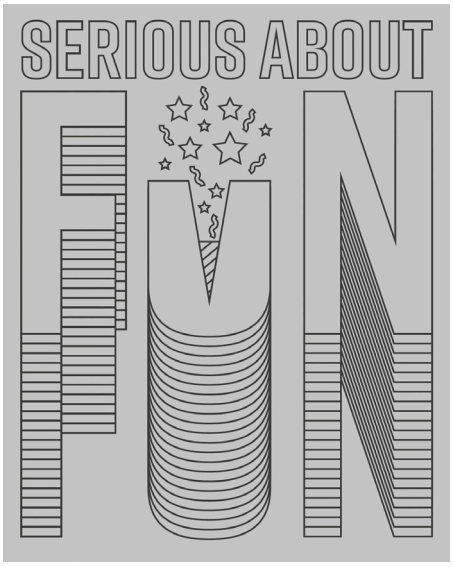












EQUAL OPPORTUNITIES STATEMENT

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.

*Please be aware that it is our company policy not to provide individual feedback on interview outcomes. This is to ensure fairness and consistency for all applicants.

*Any information provided to us will be held in strictest confidence. It will be processed and retained in accordance with the Data Protection Act (2018) and UK GDPR.