

GENERAL MANAGER

JOB DESCRIPTION

JOB TITLE:	General Manager
WHO YOU'LL REPORT TO:	Regional Manager
WHO YOU'LL BE RESPONSIBLE FOR:	Site team

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 a big expansion plan.

Our mission is simple – Use climbing to inspire happier, healthier, and more connected lives. We fuse epic climbing, coffee culture and a vibrant community to cities all over the UK. We love climbing, LOTS, but we really love the incredible impact it can have on people's lives, regardless of starting point.

It's a great time to join our growing team! We have a collaborative but demanding culture that's people and performance obsessed with politics nowhere to be seen.

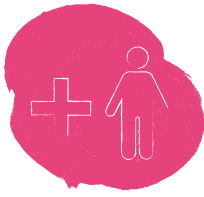
We offer fantastic training, flexible working and great benefits. A career with The Climbing Hangar is an exciting one. We tirelessly seek and develop talent and ambition and do everything we can to give people the launchpad they deserve. The Climbing Hangar is no walk in the park, this is a place for rebels and changemakers who want work of value.

THE ROLE

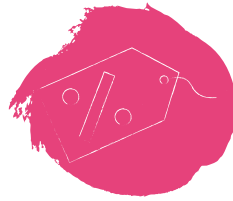
As an ambitious General Manager, you will need to combine strong leisure sector commercial, financial and operational experience, with hands-on team management skills. The successful candidate will intuitively understand the importance of attracting and retaining loyal climbing customers and delivering exceptional levels of customer service, whilst also maximising in-centre sales to meet site KPI's. All to be achieved within a tightly controlled cost structure- requiring entrepreneurial flair and leadership. Supported by a central operations, retail and marketing team, you will be expected to effectively implement our market-leading customer engagement strategy to ensure that our customers not only rave-out-loud about our walls and our staff, but also about their fellow climbers. In other words, you will play a fundamental role in establishing The Climbing Hangar as the UK's leading climbing community, delivering a first-class climbing experience as well as encouraging customers to learn, socialise and help others achieve their goals.

As General Manager, you will be afforded considerable operational and financial control to deliver and refine our approach to meet the needs of your customers. Equally, you can expect significant involvement with budget and target setting and, as 'a manager with the freedom to manage,' a corresponding level of commercial, financial and operational freedom. But with that freedom comes significant responsibility for success. This is not a role for the faint hearted or those who fear the level of accountability this level of freedom brings.

WHAT'S IN IT FOR



FREE CLIMBING FOR YOU AND A PLUS ONE



DISCOUNTS ON OUR RETAIL ITEMS AND FROM OUR SUPPLIERS



QUARTERLY BONUS SCHEME BASED ON KPI PERFORMANCE



DISCOUNTS FROM PRODUCTS IN OUR CAFE AND WHEN EATING IN WITH FRIENDS & FAMILY



OPPORTUNITY TO WORK CONDENSED 4 DAY WORK WEEK



31 DAYS ANNUAL LEAVE PER YEAR
(Pro-rata & inclusive of bank holidays)

PRIMARY OBJECTIVE OF THE ROLE

Manage all aspects of your site including commercial, financial, and service targets whilst keeping colleagues and customers safe. You will also be responsible for the development and engagement of your crew helping them achieve super service and high operational standards.

This is a varied and hands on leadership role, so whilst supported by your Regional Manager, retail, F&B and marketing team, you'll lead by example and get involved in every aspect of the day-to-day centre operations.

KPI's:

- △ Sales
- △ Service
- △ Profit
- △ People
- △ Safety

These will be reviewed on a monthly basis and discussed with your Regional Manager, actions agreed and followed up.

Key responsibilities:

- △ Ensure your site achieves its budgeted EBITDA on a monthly and annual basis, maximising revenue and keeping all costs in line, with a particular focus on Staff costs, stock loss and wastage.
- △ You will be responsible for the safety of your site for customers, colleagues, and contractors, and it must comply with all current H&S policies.
- △ Your team must be fully supported by you and all TCH people policies/ procedures to be followed.
- △ You must lead your team to focus on delivering amazing service for your customers, utilising your mystery shop data to drive improvements.

Operational excellence:

- △ Responsible in ensuring that all H&S and HR policy and procedures are adhered to and actioned, including effective management of the workforce management system.
- △ Responsible for producing rotas and managing holiday and sickness issues throughout the team.
- △ Ensure all crew are wearing the correct uniform.

- △ Maintain cleanliness and hygiene standards across the site.
- △ Complete weekly safety checks and log any outstanding maintenance issues. Co-ordinate the monthly maintenance visits with the contractor.
- △ Deal effectively with all member/ customer issues through whatever channel.

People:

- △ Recruit, train and develop your team.
 - △ Hold regular crew communication meetings.
 - △ Communicate to all crew members in line with the values of TCH.
 - △ Conduct quarterly performance reviews with your team.
- Ensure all crew have development plans in place to help them grow and improve in their roles.

KEY REQUIREMENTS/ SKILLS/ EXPERIENCE

- △ Leisure sector operational experience of building, organising and motivating a diverse team of individuals to achieve demanding financial and non-financial performance targets.
- △ Can drive a P&L and fastidiously avoids the short term wins that harm the business. You can use this data to drive your decisions and the energy of the team.
- △ Entrepreneurially driven with sound commercial business development and sales skills.
- △ Sees change as a positive, thrives off high growth businesses and lives the challenge of doing more with less, wants to grow with us.

Important stuff to note

As part of this role, you may be required to work some operational shifts to support your team and the needs of the business. Generally our earliest shifts start at 6am and our late shifts finish at 10:30pm.

OUR VALUES

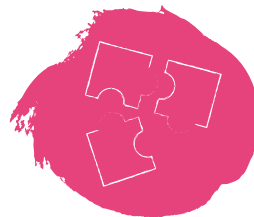
We believe that life is a series of adventures, that it's easier to get better together, that we should strive to deliver the unexpected... and we believe that applies as much to the service we provide to our customers as it does to the way we run our business and work with our teams. We're a close-knit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



HUMBLE



PATIENT AND WILLING TO LEARN



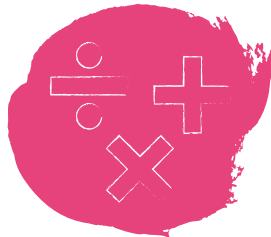
CURIOUS AND FIND JOY IN SOLVING PROBLEMS



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 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.

**Don't meet every single requirement on our Job Spec? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single requirement. At TCH we are dedicated to building a diverse, dedicated, and authentic workplace, so if you're excited about this role but your experience doesn't align perfectly with everything required in the Job Spec, we encourage you to apply any ways. You might just be the right candidate for this role or others.