

# CREW

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Crew
<b>WHO YOU'LL REPORT TO:</b>	General Manager
<b>WHO YOU'LL BE RESPONSIBLE FOR:</b>	XX

### 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 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

We are seeking enthusiastic and dynamic individuals to join our team as Crew Members. As a vital 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. If you're passionate about climbing, thrive in a fast-paced environment, and love connecting with people, we want to hear from you!

This is a varied role which will involve working across reception; retail; climbing; cleaning and providing support in our cafe. We will offer in-house training for each area; but someone who is friendly, fun, values diversity, and prioritises customer service is a must for this role.

## 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 Cafe**



**Discounted gear from our retail range**



**Partner discounts from Black Dimond, 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)**

## SPECIFIC DUTIES/ RESPONSIBILITIES

- ▷ Provide exceptional customer experience by greeting guests, answering questions, and assisting with inquiries in a friendly and professional manner.
- ▷ Monitor climbing areas to ensure the safety of climbers, enforce facility rules and procedures, and address any safety concerns or incidents promptly and effectively.
- ▷ Assist with equipment rental & customer processing to ensure that all climbers have the necessary gear and are properly prepared for their climbing experience.
- ▷ Deliver inductions which create memorable and fun climbing experiences for guests
- ▷ 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.
- ▷ Support the smooth operation of climbing sessions, classes, events, and competitions by assisting with setup, registration, class delivery, and crowd control as needed.
- ▷ 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.
- ▷ Collaborate with teammates and management to identify opportunities for process improvements, customer experience enhancements, and community engagement initiatives.
- ▷ Support the Café team with the preparation and service of hot and cold food & beverages, maintaining high standards of Food Hygiene & H&S practices.
- ▷ Respond to/ support with First Aid incidents/ Fire evacuation
- ▷ Undertake basic ad hoc admin tasks as directed by the Centre management team
- ▷ Provide coaching support to groups of both adults and children
- ▷ Assist with Setting tasks, including hold washing, safety checks, planning and testing climbs as directed by the Head Setter
- ▷ Assist with stock management tasks as directed by the management teams
- ▷ Supporting the Management and Social Media team with the production and promotion of Hangar products and events

- △ Handle card transactions accurately and securely, including sales of climbing sessions, merchandise, and rentals

## 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
- △ Retail/ Stock management experience

## OUR VALUES

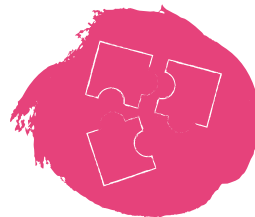
We believe that life is a series of adventures, that it's easier to get better together, that we should strive to deliver the unexpected... and we believe that applies as much to the service we provide to our customers as it does to the way we run our business and work with our teams. We're a close-knit 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**



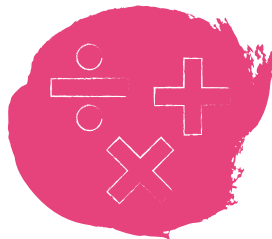
**CURIOUS AND FIND JOY  
IN SOLVING PROBLEMS**



**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](mailto: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.