

DUTY MANAGER

JOB DESCRIPTION

JOB TITLE:	Duty Manager
WHO YOU'LL REPORT TO:	General Manager
WHO YOU'LL BE RESPONSIBLE FOR:	Crew Members

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 six soon to be seven sites, 130 employees and over 12,000 climbers coming through the doors every month. Our mission is simple – Use climbing to inspire happier, healthier and more connected lives for everyone. 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 design our Hangar experience with an easy to access, limitless progression concept to make it inclusive and friendly, where you feel right at home, right away but if you want to be world number one, we are right behind that too. We have ambitious plans for the next few years, and we're inspired to keep getting better by the experiences and stories of the people who climb with us every day. So, thank you to everyone who has been part of the Hangar story so far, and to everyone else, we look forward to future adventures. #boldertogether

THE ROLE

We are seeking experienced and highly motivated individuals to join our team as a Duty Manager.

Our Duty Managers are responsible for overseeing the daily operations of our sites, ensuring a safe, enjoyable, and efficient environment for customers and staff. This is an active, customer facing role which involves a hands-on approach across all centre operations, including: reception, coaching, retail and The Hangar Café; and supporting with admin behind the scenes.

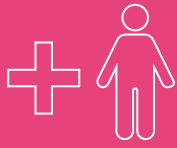
The delivery of exceptional customer service across all departments will be a focal point of this role, with Duty Managers providing coaching and training to crew members to ensure that the Hangars Customer Journey is delivered to the highest of standards.

The post holder should understand the importance of fostering a fun, relaxing and inclusive atmosphere for both customers and staff that is underpinned by the Hangar Values.

The ideal candidate will have strong leadership skills, a passion for customer service, and experience in facility management.

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 Café



Discounted gear from our retail range



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



Training & development opportunities, including inhouse coaching & barista training



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

SPECIFIC DUTIES/ RESPONSIBILITIES

OPERATIONAL MANAGEMENT:

- ▲ Oversee the daily operations of the bouldering wall, café, and retail areas.
- ▲ Ensure all areas of the facility are clean, safe, and well-maintained.
- ▲ Open and close the facility as per the scheduled hours & procedures.

CUSTOMER SERVICE:

- ▲ Provide excellent customer service, addressing customer enquiries and resolving issues promptly.
- ▲ Ensure all customers have a positive experience, promoting a welcoming and inclusive atmosphere.
- ▲ Deliver inductions which create memorable and fun climbing experiences for guests.
- ▲ Provide coaching support to groups of both adults and children as required.

STAFF SUPERVISION:

- ▲ Lead, supervise, support and motivate all front-line staff during your shift, including front of house, café, and coaching staff.
- ▲ Conduct regular staff briefings and ensure all team members are aware of their duties and responsibilities.
- ▲ Assist in training new staff and providing ongoing support and developments.
- ▲ Implement strategies with your team to increase revenue, such as upselling memberships, merchandise, and food items.

SAFETY AND COMPLIANCE:

- ▲ Monitor the safety and security of the facility and its users.
- ▲ Ensure compliance with health and safety regulations and company policies/ procedures.
- ▲ Conduct regular safety checks and address any hazards or issues immediately.
- ▲ Act as Fire Marshall and First Aid responder in Emergency situations.
- ▲ Handle any emergencies or incidents according to established protocols.
- ▲ Assist with EHO inspections as required.

FINANCIAL MANAGEMENT:

- ▲ Handle daily cash management, including opening and closing tills.
- ▲ Assist in achieving sales targets and managing budgets.

EVENT COORDINATION:

- ▲ Assist in planning and executing events, competitions, and special activities.
- ▲ Coordinate with external groups and organisations for group bookings and special events.
- ▲ Coordinate with the marketing team to promote events and classes.

PROBLEM SOLVING:

- ▲ Address and resolve customer complaints and operational issues promptly and effectively.
- ▲ Ensure smooth communication between different departments and management.

ADMINISTRATION:

- ▲ Maintain accurate records of incidents, customer feedback, maintenance activities, and staff performance.
- ▲ Ensure all administrative paperwork is completed accurately and filed appropriately including invoice processing; Accident & Incident reporting; Procedural checklists; and Due Diligence records .
- ▲ Support with Social Media content & management.
- ▲ Monitor inventory levels of supplies, equipment, and merchandise.
- ▲ Place orders and manage stock replenishment to prevent shortages and maintain optimal inventory levels.
- ▲ Create and manage staff schedules to ensure adequate coverage during all operating hours.
- ▲ Review and approve staff timesheets, ensuring accuracy and timely submission.

ESSENTIAL SKILLS/ EXPERIANCE/ CERTIFICATES:

EXPERIENCE:

- ▲ Previous experience in a supervisory or managerial role, preferably in a sports or leisure facility.
- ▲ Experience in the climbing or outdoor industry is a plus.
- ▲ Experience with RGP is preferred but not essential (full training provided)
- ▲ Experience with coaching children or adults in a sporting environment is preferred but not essential (Internal training provided)

SKILLS:

- ▲ Strong leadership and team management skills.
- ▲ Excellent customer service and communication abilities.
- ▲ 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).

CERTIFICATIONS:

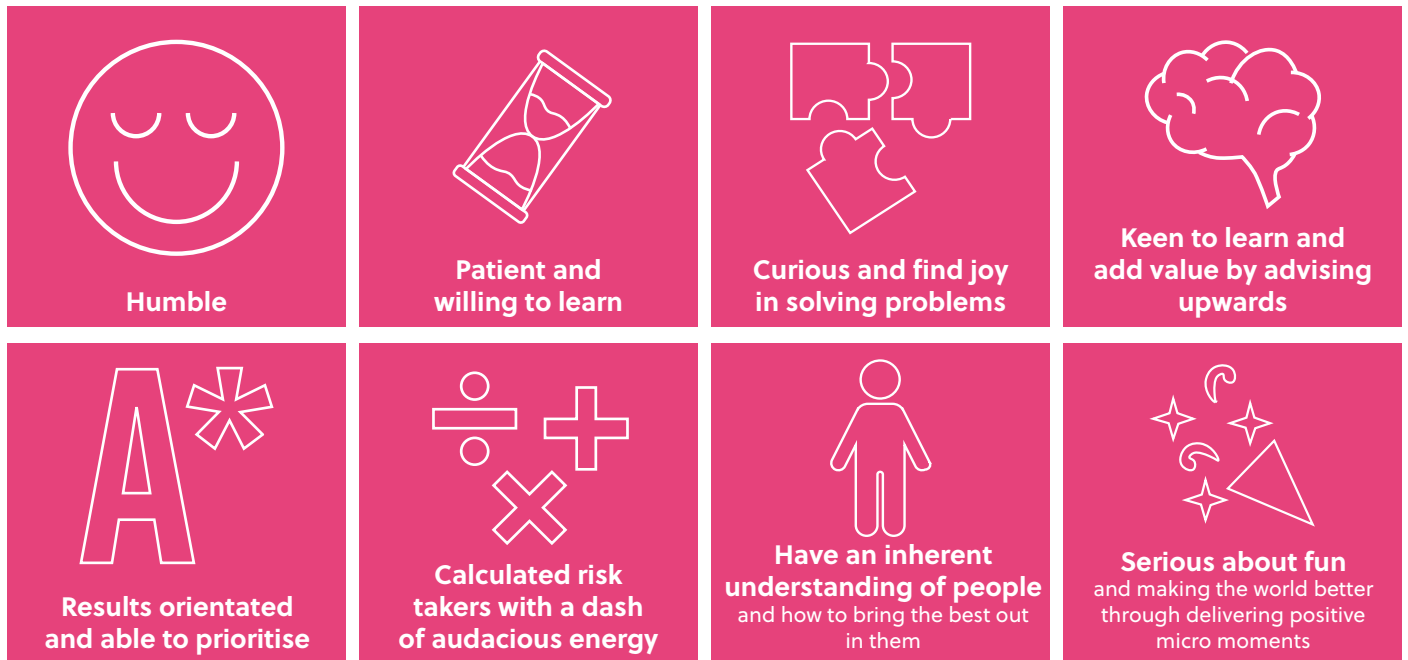
- ▲ First Aid certification (preferred but not essential).
- ▲ Climbing/ Bouldering Certifications (preferred but not essential).

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.
- ▲ Ability to lift and carry up to 25kg

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.