

Job Description and Person Specification

Job Title	Climbing Manager	Job Code	
Created Date	Jan 23	Date Issued	
Created By	Andrew Glassford		
Reporting To (Job Title)	CEO		
Purpose of Role	Developing and organising the Climbing team and facilities at 270 Climbing Park to ensure we support our climbing team and run our centre in a manner that combines to make us the best climbing wall in the country. Doing this in a way that puts the climbers experience first, but with a sharp eye on cost control.		
Working Pattern	With this full time role, you'll be flexible, adjusting your working pattern and day length to ensure you're supporting the team when the business is at peak. Although there will be some "fixed" time when you are scheduled as duty manager in the centre, including evenings and weekends the rest is as flexible as you can make it! Some working from home is possible, but the majority of the role will be delivered in-person and on-site.		
Key Duties and Responsibilities	<ul style="list-style-type: none"> • Be equally passionate about ensuring this is a great place to climb for people at start of their climbing journey right the way through to those warming up on 7c. • Hold quarterly user groups to gather feedback from the community of climbers at the centre. • Manage the route & bloc setting programme, working with the team to ensure interesting, challenging routes across the grading spectrum. • Support and assist the squad coaches, helping us achieve the ultimate aspiration to become the country's best squad system. • Recruit, train & manage team to ensure we've got the right amount of people to hit the revenue targets, with enough spare to allow for good succession planning. • Act as a professional support to the team, be approachable, listen to and support staff with any personal concerns. • Create a robust contingency plan, developing rising stars to progress to positions of further responsibility. • Oversee training of climbing instructors & coaches. • Ensure great communications holding monthly feedback sessions with all team members, onsite and remote. • Develop and manage all procedures to ensure sessions, events and offers are delivered to the highest standard and in line with customer requirements. • Undertake regular audits of climbing areas, storage areas, staff rooms etc - check our people are looking after our kit and customers. • Engage directly and/or indirectly capturing shareable moments for social media channel (make sure we take a photo of anything worth talking about!) • Plan & prepare all team rota, holiday cover and off-day schedules • Implement and continuously improve H&S procedures and checks - completing a monthly check of the checkers. • Help create the business plan and pricing reviews on an annual basis. • Ensure climbing team have basic commercial awareness and deliver the gentle soft sell of the next course, membership etc. • Set a fantastic personal example on site, with a great "game face" and high levels of positive customer interaction. • Ensure the relevant areas of site are maintained to a "like new" standard • Monitor and coach on site team to ensure a great standard of safety and delivery of fantastic sessions • Train the team to deliver a flagship climbing centre experience. 		

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	<ul style="list-style-type: none">• Ensure a high level of customer feedback.• Ensure the team create awareness of developmental courses within the centre, signposting them for customers• Ensure excellent communication channels with staff and customers
Other Duties	<ul style="list-style-type: none">• Act as duty manager at the 270 climbing park, alongside other departmental managers.• Attend meetings and training initiatives at other locations as required• To undertake any other duties as reasonably required within your competency.• To adhere to all policies and procedures.• To undertake any training and development activities at the request of your line manager, as required.• To take care of your own safety and the safety of others at all times by complying with the Health & Safety Policy at all times.• Represent the company in a professional manner at all times
Performance Measured By	<ul style="list-style-type: none">• KPI Scheme• Annual Appraisal• Quarterly one to one's• Performance assessments and audits

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Person Specification	E ¹	D ²	How is this identified?
1. Qualifications & Experience			
A minimum of four years in a management role	✓		Application
Events or other relevant industry experience		✓	Application/Interview
GCSE (or equivalent) in English and Maths	✓		Application
Management Qualifications		✓	Application
Climbing Qualifications CWI/CWLI		✓	Application/Interview
Direct experience of working in a B2C environment	✓		Application/Interview
Full valid Driving Licence		✓	Application
Experience of monitoring H&S procedures	✓		Application/Interview
Experience of working in environments with safeguarding procedures		✓	Application
Experience of providing Accessible services for those with additional needs.		✓	Application/Interview
2. Knowledge			
Good knowledge office software and technology e.g. Word, Excel, Outlook & to a lesser extent PowerPoint	✓		Application
Good knowledge of working time regulations	✓		Application/Interview
Experience delivering NICAS		✓	Application/Interview
Experience organising and running competitions		✓	Application
Knowledge of social media platforms		✓	Application
3. Skills & Behaviours			
Proven leadership abilities	✓		Application/Interview
Able to leverage technological solutions to innovate and deliver results	✓		Interview
Expressing confidence in own ability to select the correct course of action, standing by own decisions and taking responsibility for them	✓		Interview
Providing others with clear directions & monitoring others' behaviour to ensure appropriate standards are met	✓		Interview
Ability to communicate effectively to a diverse range of audiences, internally and externally	✓		Interview
Committed and proactive approach to personal development, motivated to learn new skills and seek new challenges, and to motivate others to do the same	✓		Application/Interview
Demonstrable time management and prioritization skills	✓		Interview
Confident self-starter able to work accurately under pressure	✓		Interview
Commitment to learning in the outdoor environment	✓		Application/Interview
Following safety rules and regulations, using recommended working procedures, organisational policies and regulations	✓		Interview
Inspiring enthusiasm and a positive work attitude in others, expressing appreciation of others when they produce good work	✓		Interview
Accepting direction without unnecessarily challenging authority	✓		Interview
Delegating work to others on the basis of their abilities and the resources available	✓		Interview
Absorbing new information rapidly	✓		Interview
Monitoring own and others' progress against deadlines and milestones	✓		Interview
Optimising use of available people, equipment and financial resources to accomplish tasks	✓		Interview
Identifying priorities and action steps for achieving objectives	✓		Interview

¹ Essential

² Desirable