

JOB DESCRIPTION

JOB TITLE	Climbing Centre Manager
REPORTING TO	Chief Executive Officer
RESPONSIBLE FOR	Climbing Team and Centre
HOURS	40 hours per week
SALARY	c. £40k, plus bonuses

THE ROLE

We are seeking a dynamic, enthusiastic manager to lead, support, develop and organise the climbing team and facilities at 270 Climbing, to ensure we are the best place to climb for everyone and one of the best climbing walls in the country. Doing this in a way that puts the climber's safety and experiences first, but with a keen eye on efficiency and cost control.

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 role can offer some flexibility.

IN RETURN YOU'LL GET

Awesome working environment. Free climbing. Discounts on sessions, courses, parties, products and items from cafe. Commission schemes available. Training and development opportunities. Uniform. Pension. Envious side-eye from friends and family.

KEY DUTIES & RESPONSIBILITIES

Main Duties

- Plan and prepare all team rota, holiday cover and off-day schedules.
- Hold regular user groups to gather feedback from the community of climbers at the centre.
- Line Manage the Route Setting Manager, supporting them with the setting programme, working with the team to ensure interesting, challenging routes across the grading spectrum.
- Support and assist the team helping us achieve the ultimate aspiration to become the country's best squad programme.
- Manage, train and recruit a team of instructors and coaches to ensure we've got the right amount of people to hit the revenue targets, with enough spare to allow for good succession planning.
- Support the team, be approachable, actively listen and help to develop them.
- Create a robust contingency plan, developing rising stars to progress to positions of further responsibility.
- Ensure great communications holding monthly feedback sessions with all team members.
- Develop and manage all procedures to ensure sessions, events and offers are delivered to the highest standard.

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- Take pride in keeping the climbing areas clean, tidy and looking as near to new as possible!
- Engage directly and/or indirectly capturing shareable moments for social media channel (make sure we capture anything worth talking about!)
- Implement and review H&S procedures and checks – completing a monthly check of the checkers.
- 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 team are aware of customer feedback, recognising the positive and working on development area.
- Ensure excellent communication channels with staff and customers

Other Duties

- 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.

YOUR QUALIFICATIONS, EXPERIENCE & SKILLS

Essential

- A minimum of two years in a management role
- Proven leadership abilities
- Loves climbing and is passionate about introducing newcomers to the sport
- CWI Qualified
- Direct experience of working in a customer facing environment
- Expressing confidence in own ability to select the correct course of action, standing by own decisions and taking responsibility for them
- Providing others with clear directions and monitoring others’ behaviour to ensure appropriate standards are met
- Ability to communicate effectively to a diverse range of audiences, internally and externally
- Committed and proactive approach to personal development, motivated to learn new skills and seek new challenges, and to motivate others to do the same
- Demonstrable time management and prioritization skills
- Confident self-starter able to work accurately under pressure
- Inspiring enthusiasm and a positive work attitude in others, expressing appreciation of others when they produce good work
- Monitoring own and others’ progress against deadlines and milestones
- Optimising use of available people, equipment and financial resources to accomplish tasks
- Identifying priorities and action steps for achieving objectives
- Experience of monitoring H&S
- Good knowledge office software and technology e.g. Word, Excel, Outlook or equivalent.

Desired

- Events or other relevant industry experience

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- CWDI qualification award.
- Experience delivering NICAS
- Experience organising and running climbing competitions
- GCSE (or equivalent) in English and Maths
- First Aid qualification (if not already held, training may be provided).
- Experience of working in environments with safeguarding procedures
- Experience of providing accessible services for those with additional needs.
- Good knowledge of working time regulations
- Full valid Driving Licence

PERFORMANCE MEASURED BY

- KPI Scheme
- Annual appraisal
- Quarterly 1-1s
- Performance assessments and audits
- Smiles on customers faces

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ABOUT US

Set on the edge of the Cotswolds, in between Cheltenham and Gloucester, we have a range of indoor and outdoor aerial adventure activities. We're home to one of the tallest and most challenging ropes course in Europe, we have one of the most comprehensive bouldering centres in the country, and, coming Summer 2025, we will be opening one of the biggest climbing gyms in the UK. As well as offering all of the fun of the Park, we also operate the largest mobile climbing wall hire business in the UK. With our fleet of walls and a mobile caving system too, we bring the excitement of adventure activities to public and private venues and events all over the country.

Having one of the best climbing gyms and activity centres in the UK doesn't mean a thing without having brilliant people to look after it. Fundamental to the success of 270 Climbing is the people who make up our team. We want to attract the best calibre of people to build a team that delivers our various adventure activities, and ultimately, puts smiles on faces!

THE 270 WAY

Core Values

Caring For Our People

Respecting, training and empowering them to do the best job.

Understanding our Customers

Continually reviewing their needs, offering solutions that exceed expectations & enable inclusive experiences.

Focusing on Quality

Maintaining the highest possible quality standards in all we do.

Communicating Effectively

To be open and honest, informing, listening and motivating effectively.

Being Innovative

Making good ideas work, constantly improving all we do.

Keeping Things Simple

Efficient, effective processes and systems that work.

Showing Integrity

Governing all we do by what is 'right and just'.

Caring for the Environment

Operating with sustainability at the forefront of everything we do.

The Right Values

Treat everyone equally and with respect no matter their position

Actively listen before you speak

Lead others and set an example

Focus on impact, not just on KPIs

Be humble in victory and take ownership of mistakes

Be open to new ideas and opportunities

Always look for solutions when you find problems

Strive for continuous improvement

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HOW TO APPLY

As a diverse employer we welcome applications from people of all backgrounds. To apply for this role, please either visit www.270climbing.com/about/jobs to download our **Application Form** (Pt. 1) or email us on: recruitment@270climbing.com and we'll send you a copy.

When emailing your completed form please ensure sure you reference the job title in the subject heading, e.g. "Ref: Climbing Centre Manager".

DEADLINE FOR APPLICATIONS	30 June 2025
INTERVIEWS TO TAKE PLACE	During June
START DATE	Early July 2025