

# JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Front Of House &amp; Admin Manager</b>
<b>REPORTING TO</b>	Director
<b>RESPONSIBLE FOR</b>	Front of House and Administration
<b>HOURS</b>	Up to 40 hours per week. Includes evenings and weekends.
<b>SALARY</b>	£13.50 - £15 p/hr dependant on experience

## THE ROLE

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We are seeking a dynamic, experienced manager to lead and support our Front of House team, ensuring a friendly welcome alongside delivering efficient and courteous customer service is provided to all visitors.

In this full-time role, we need you to create a great first impression to new visitors, and a warm welcome to returning customers. Have a strong work ethic, take responsibility and have a completer-finisher mindset to projects and actions. Be a people person with great administration and organisational skills as well as possessing strong computer skills (across the usual Microsoft applications).

The role is primarily focussed on Reception but also covers our Café Bar counter, so you would also need to be happy occasionally taking orders or making the odd coffee!

Additional requirements of the role will be to support the Site Manager with admin duties such as staff allocation and timesheet management, as well as the Marketing team by managing product offers and delivery, ensuring that booking systems are correct and the team are fully trained and up to speed.

Due to the nature of the role, the working pattern will encompass weekends and evenings.

## KEY DUTIES & RESPONSIBILITIES

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### Main skills & responsibilities

- Support and manage our Front of House team to deliver amazing first impression for all visitors.
- Be adaptable to the changing demands of the day, pro-actively helping others in the team and gravitating towards areas of high demand
- Help maintain the front of house booking systems ensuring we optimise booking availability in liaison with other department team leads
- Ensure printed and digital company documentation and filing systems are well maintained

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- Ensure all email correspondence is professionally dealt with
- Develop an excellent understanding of products and offers with a view to ongoing improvement
- Ensuring all bookings are correctly invoiced and paid for
- Ensure that customers feedback systems are efficiently managed with monthly reports produced for Director's resolve
- Ensure team are focussed on selling our product offers
- Carry out basic admin tasks supporting the team
- Ensure point of sale displays (fridges shelves etc) are well stocked and replenished during lulls in demand
- Be present and engaged with customers, colleagues and centre – no digital distractions!
- Be able to deliver training to team members

## **Not as exciting, but equally important, stuff**

- Attend meetings and training initiatives 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 always take care of your own safety and the safety of others by complying with the H&S Policy at all times.

## **PERFORMANCE MEASURED BY**

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- Annual appraisal
- Membership growth
- Satisfaction reports
- Performance assessments and audits
- Smiles on customers faces

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## ABOUT US

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Set on the edge of the Cotswolds in Gloucestershire, in between Cheltenham and Gloucester, we offer a range of indoor and outdoor aerial adventure activities.

We have one of the tallest and most unique roped climbing gyms in the UK with indoor and outdoor lead, top rope, speed walls and auto belay climbing available, plus a dedicated group and beginner climbing area, we also have one of the most inclusive and comprehensive bouldering centres in the country, then there's our exciting & accessible Fun Walls climbing area, plus we're also home to one of the tallest and most challenging high ropes courses in Europe.

All of our activities are accompanied by our large but cosy and welcoming cafe bar serving a range of hot and cold drinks and snacks. 270 Climbing Park is a welcoming attraction for friends and families as well as a unique facility for adrenaline seekers, experienced and novice climbers of all ages and abilities.

In addition to offering all 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!

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## THE 270 WAY

### Core Values

<b>Caring For Our People</b> Respecting, training and empowering them to do the best job.	<b>Understanding our Customers</b> Continually reviewing their needs, offering solutions that exceed expectations & enable inclusive experiences.	<b>Focusing on Quality</b> Maintaining the highest possible quality standards in all we do.	<b>Communicating Effectively</b> To be open and honest, informing, listening and motivating effectively.
<b>Being Innovative</b> Making good ideas work, constantly improving all we do.	<b>Keeping Things Simple</b> Efficient, effective processes and systems that work.	<b>Showing Integrity</b> Governing all we do by what is 'right and just'.	<b>Caring for the Environment</b> Operating with sustainability at the forefront of everything we do.

### The Right Values

<b>Treat everyone equally and with respect no matter their position</b>	<b>Actively listen before you speak</b>	<b>Lead others and set an example</b>	<b>Focus on impact, not just on KPIs</b>
<b>Be humble in victory and take ownership of mistakes</b>	<b>Be open to new ideas and opportunities</b>	<b>Always look for solutions when you find problems</b>	<b>Strive for continuous improvement</b>

## 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](http://www.270climbing.com/about/jobs) to download our **Application Form** (Pt. 1) or email us on: [recruitment@270climbing.com](mailto: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: Front of House".

<b>DEADLINE FOR APPLICATIONS</b>	30 <sup>th</sup> June 2026
<b>INTERVIEWS TO TAKE PLACE</b>	During July 2026
<b>START DATE</b>	As soon as we find the right person