



## CLIMBING TEAM MANAGER

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### Job Description

**Reports to:** Centre Manager

**Location:** Unit 34 Clifton Road Industrial Estate, Clifton Road, Cambridge, CB1 7EB

**Contract Period:** Full Time

**Salary:** £21,000

**Holiday Entitlement:** 28 days holiday including bank holiday

**Working Hours:** Hours will be set according to opening hours of the centre based on a 40 hour working week. This will include evening and weekend work. You may be required to work such additional hours as necessary for the proper performance of your duties (no extra payment will be made for any additional hours worked, unless expressly authorised by your line manager).

### Job Role

Our Climbing Manager successfully runs the climbing operations at our centre, and ensures excellent standards in our service so customers have an amazing time.

Clip 'n Climb Cambridge is an award-winning climbing centre, that opened in 2016. We have welcome over 250,000 climbers in that time.

You will manage a team of full-time and part-time Climbing Instructors, as well as being responsible for customer service on the arena, climbing sessions, safety briefings, equipment, facilities, health and safety, customer-care and, people management and administration. The role will also include ensuring the climbing team within Clip 'n Climb are happy in their jobs, motivated and are providing an amazing service to customers.

You will also be required to act as Duty Manager in conjunction with other members of the managerial team.

As part of the Management Team, you will contribute ideas to the company, and work with the Directors regarding how to progress the centre.

## **Our Key Company Values**

- Our job is to help people feel proud about themselves and have fun at the same time - the people are our guests, our teammates and ourselves
- We do this by being friendly, kind and encouraging
- We are always looking to learn and improve to develop ourselves and Clip 'n Climb
- We are always focused and alert about safety

## **Person Specification**

### *Essential*

- Previous experience of leading a team, and motivating others to be the best they can be
- Previous climbing experience is not necessary, but we are looking for people with an interest in sport and physical activities
- Must be punctual, with a professional outlook, able to work under own initiative without supervision
- Customer service background with drive and enthusiasm to achieve
- Excellent interpersonal and communication skills and high standard of personal hygiene and appearance
- Must be an enthusiastic team player and be able to work with other colleagues in a dynamic business
- Must be able to demonstrate ability to work with a cheerful disposition and under pressure
- Must be able to demonstrate attention to detail and follow company procedures
- Have a 'can do' attitude, and be open to always looking for ways to improve climbing operations

### *Desirable*

- IT skills: Word processing, Excel, etc
- Experience in reporting

## **Main Duties and Responsibilities**

You will be working with two Climbing Supervisors. Together you will be work together to make the climbing operations at Clip 'n Climb Cambridge be as good as they can be.

### **People management**

You will be directly responsible for line managing the Climbing Supervisors, and half of the climbing team. This will include:

- Appraisals
- Performance management
- Back to work interviews
- Helping to recruit new members for the climbing team

### **Resourcing**

- Managing the rota, holidays and absence
- Ensuring staffing levels are at the right level at different times of the week and year to be able to deliver excellent service but be cost effective for the business
- Approving timesheets

### **The climbing experience for customers**

Developing our system for delivering an amazing climbing experience to customers every time. This will include:

- Briefing
- The flow of how we clip climbers in to minimise wait time
- Climbing team interactions with the customers
- Managing overcrowding around particular walls or in the arena as a whole
- Review feedback and complaints to see how we can rectify this in our delivery system

### **Training and people development**

- Ensure that new starters are inducted into the business equally with the appropriate training and that all health and safety measures are understood.
- Implement a training system for the climbing team including the skills for them to develop
- Ensure the climbing team's performance is regularly monitored and assessed

### **Management of climbing operations**

- To set and maintain, the highest standards of customer service for the climbing experience
- To provide cover with the other staff as required on a daily basis, (i.e. lunch cover)
- To manage the Climbing Team, and to be responsible for the carrying out of the safety briefings and the smooth and safe running of customer climbing sessions
- The cleaning and general maintenance of equipment and the climbing arena
- Carrying out daily and monthly checks of equipment
- Ensure all administration, documentation, logs and records are compiled, updated, and stored as per company procedures
- Sharing the responsibility with the rest of the Management Team for opening and closing the centre each day
- Notify the Centre Manager of any site problems/health and safety risks

### **Equipment and maintenance**

- Ensuring that daily, monthly and annual checks of equipment are carried out and that health and safety requirements are followed at all times
- Assistance with non-climbing arena facilities management
- Ensure that laundry is washed regularly
- Ordering of climbing arena equipment
- Overseeing the management of line changes, equipment updates and harnesses.

### **Customer Service and Marketing**

- Welcome customers and ensure they are motivated and reassured at the start of their climbing experience
- Do everything within reason to minimise customer complaints and maximise customer satisfaction
- Ensure customers are congratulated on their departure from the climbing arena and encouraged to visit again

- Build and maintain good working relationship with key parties including your colleagues in the centre, suppliers, contractors, customers and HSE and Environmental Health Officers
- Running and organising climbing and activity clubs
- Create themed sessions, seasonal sessions and run charitable events

### **Duty Management**

Part of your role will be acting as the Duty Manager on certain shifts. The Duty Manager is responsible for ensuring that our key company values and customer service standards are maintained throughout the day.

Depending on the other managerial staff on shift at the same time, you may be responsible for overseeing the climbing operation including overseeing customer climbing sessions, safety briefings, equipment, facilities, health and safety, customer-care and administration as well as overseeing the successful running of the café and reception areas, with a focus on providing exceptional customer service.

### **Health and Safety**

At all times, and in accordance with company procedures and training:

- Comply with all health and safety policy, measures and legislation
- Follow all Health and Safety procedures and safe systems of work
- Ensure your own safety and those with whom you are working
- Ensure the safe operation of the climbing arena and use equipment in a safe manner
- Maintain the security of the climbing arena and equipment
- Assist with Risk Assessments and Method Statements where required
- The job will involve you acting as a First Aider – once qualified – for which full training will be provided
- The job will involve you acting as a Fire Marshall – once qualified – for which full training will be provided
- Report all safety matters to the Centre Manager

### **Physical requirements of the job will include:**

- Climbing up to 10 metres in height using climbing ropes for various tasks including:
  - Demonstrations
  - Rescuing climbers who are unwilling or unable to abseil back to the ground, including where necessary to physically help them down
  - Maintenance of the walls
- Transferring boxes of climbing harnesses of approximately 10kg between the climbing arena and briefing room

*This role profile is not exhaustive, it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder may be expected to participate in this process and Clip 'n Climb would aim to reach agreement to the changes.*

**I confirm I have read and understood all of the points in my job description**

**Name** .....

**Signed** .....

**Date** .....