



Having opened our doors in March 2017, we have established ourselves as a friendly, inclusive climbing centre that welcomes and supports climbers of all ages and abilities. In 2021 we completed our relocation of our original Tottenham Hale site to a larger centre while opening our 2nd centre in London Fields. Having now established both centres we are looking to expand our workforce

Positions to be filled: 1 x Full-Time Duty Managers & 1 x Part-Time Team Member

Duty Manager Role:

Full Time hours (40hrs) available. Min 32hrs: £10.85 p/hr

Regularly the senior person on site, the Duty Manager is required to know the full ins and outs of the centre they are working at. The Duty Manager is a key holder and is responsible for opening and closing the centre as required. The role will entail all duties required for the effective day to day running of the centre, café and retail shop with a focus on customer care and service. You will be responsible for opening and closing the centre, welcoming and checking customers in and out, an attention to detail regarding entry requirements and paperwork, floor walks, general till duties and tasks around the centre as and when needed. Retail responsibilities will include demonstrating outstanding customer service and selling skills, keeping the shopfloor stocked with merchandise, assisting in the display of products or organizing the retail space and stock areas.

You will work closely with the Centre Manager to make sure reception, retail and café are working efficiently and that our customers receive quality service during every interaction. We expect instruction opportunities to become available as you progress and there will be potential to be part of this area if desired.

Duty Managers are expected to work a mix of opening (0645) and closing shifts (2245) during the week and weekend (0845 starts & 2115 finishes).

Team Member Role:

Part Time (minimum 20hrs): £10.20 p/hr

Team members are an important part of the reception team and report to the Duty Manager onsite when working.

You will be responsible for welcoming and checking customers in and out, floor walks, general till duties and tasks around the centre as and when needed. Retail responsibilities will include demonstrating outstanding customer service and selling skills, keeping the shopfloor stocked with merchandise, assisting in the display of products or organizing the retail space and stock areas. The café is a very important part of this centre and you will be given full training in working in this area. There is an emphasis in cleaning and hygiene and all staff will be expected to carry out regular cleaning checklists throughout the day. We expect instruction opportunities to come available as you progress and there will be potential to be part of this area if desired.

Team Members are expected to work a mix of evening and weekend shifts with occasional afternoon shifts available.

SEE FULL PERSON SPECIFICATION BELOW:

Person specification criteria: DUTY MANAGER

ESSENTIAL	ASSESSMENT
Management experience	Demonstrated in application form and during interview
Experience of role: sales and customer service practices / training	Demonstrated in application form and during interview
Knowledge of customer service / previous job experience	Demonstrated in application form and during interview
Previous experience showcasing communication and interpersonal skills	Demonstrated in application form and during interview
Ability to work as part of a team and take initiative independent of direct supervision	Demonstrated in application form and during interview
Ability to multi-task, while being attentive to customers	Demonstrated in application form and during interview
DESIRABLE	ASSESSMENT
Cafe / Barista experience	Demonstrated in application form
Previous till and cash handling experience	Demonstrated in application form
Experience of working within Climbing Walls	Demonstrated in application form

Person specification criteria: TEAM MEMBER

ESSENTIAL	ASSESSMENT
Knowledge of customer service / previous job experience	Demonstrated in application form and during interview
Previous experience showcasing communication and interpersonal skills	Demonstrated in application form and during interview
Ability to work as part of a team and take initiative independent of direct supervision	Demonstrated in application form and during interview
Ability to multi-task, while being attentive to customers	Demonstrated in application form and during interview
DESIRABLE	ASSESSMENT
Cafe / Barista experience	Demonstrated in application form
Previous till and cash handling experience	Demonstrated in application form
Experience of working within Climbing Walls	Demonstrated in application form