

## BOULDER BRIGHTON | JOB DESCRIPTION

### ROLE: DUTY MANAGER

#### HOURS:

As agreed in the contract. Strong preference for weekend availability. Any extra hours worked would be spread across a shift system during centre opening hours: see [boulderbrighton.com/opening-hours](http://boulderbrighton.com/opening-hours).

#### REPORTS TO:

The directors (Tom and James)

#### GENERAL OVERVIEW:

At Boulder Brighton we love climbing, and are committed to getting people from all walks of life involved in our favourite sport. We want to create a friendly, inviting atmosphere so that beginners and experts feel equally at home. At the core of this is our staff, who we expect to be professional, super-friendly and ready to roll their sleeves up and pitch in together with whatever needs doing in order to give our customers the best experience possible, whatever their job title. We are looking for committed, enthusiastic individuals who are ready to work hard and have fun while they're doing it.

As a Duty Manager, you will be responsible for the operation of the centre during your time at work. This will include overseeing the smooth running of reception, cafe facilities, group sessions and general customer climbing. You will be responsible for a team of centre staff, and at times will be in sole charge of the premises while also allocating instructors to work with groups. A respectful management style, climbing experience, the ability to take the initiative and excellent organisation skills are essential. You must also share our passion for bringing bouldering to a diverse range of ages, backgrounds and abilities.

You will have a valid climbing instructor qualification (e.g. CWI / RCI) and be able to instruct group sessions as part of your role.

#### DUTIES AND RESPONSIBILITIES:

- Managing the smooth daily operation of the centre
- Opening and closing the centre including safety checks and cashing up
- Ensuring that important safety procedures and registrations are applied at all times
- Managing the taking of money by cash and card and operation of the till system
- Managing the service of hot and cold drinks and simple food at the reception cafe bar
- Taking and following up enquiries both in person and on the phone about Boulder Brighton's provision for individuals and groups including taking bookings
- Responding to customer issues and feedback
- Maintaining a clean and safe centre, particularly ensuring regular checks in the bathrooms, changing areas and toilets
- Producing a Duty Manager's report at the end of every shift, recording and passing on relevant information
- Assisting in the provision of risk assessments and taking action immediately in the event of an accident or incident, completing accident report forms as appropriate and always informing the Director responsible for health and safety of any serious situation, accidents or near misses

- Being fully conversant with Boulder Brighton’s Health and Safety Policy and all the personal responsibilities that are attached
- Instructing group bouldering sessions from time to time, and helping the Directors to plan and organise future sessions
- Undertaking any other duties as required which are appropriate to the work of a Duty Manager

### ESSENTIAL QUALITIES:

- Excellent people skills
- Ability to manage others effectively
- Friendly and engaging customer service
- Previous experience in management, and customer service
- Experience of climbing and enthusiasm for bouldering as a sport accessible to all
- Good IT skills
- Relevant climbing instructor qualification (e.g. CWI/RCI) with experience of working with young people
- First Aid qualification

### DESIRABLE QUALITIES:

- Experience serving in a cafe setting
- CRB / DBS check

### REFERENCES:

Please provide 2 references from previous employers.

### SALARY AND BENEFITS:

Salary and details TBC on application. All staff have access to free climbing and staff discounts on climbing equipment.