

## JOB VACANCY

# CLIMBING TEAM MANAGER

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## ABOUT THE ROLE:

Highball Climbing Centre is entering an exciting phase of development as we continue our recovery from the impacts of Coronavirus. We're looking for a Climbing Team Manager with the drive and vision to oversee our Coaching Program, Route Setting, Health and Safety, and Centre Maintenance.

It is a part-time position circa 18-24hrs per week (negotiable) with the opportunity to work some of these hours flexibly. There is also potential for additional hours in other roles e.g coach, instructor, etc., which could help create a full time role if required. We are a small business so it is essential all members of our team are willing to get stuck in and help out when other members of the team are on leave or unavailable.

The role will report directly to the Managing Director, work closely with the Sales and Service Manager and be part of the senior leadership team.

## Key Accountabilities:

- **Purpose:** Establish Highball as one of the UK's leading indoor climbing venues; ensure our climbing and training facilities are innovative, progressive, and inclusive; operated in line with health and safety guidelines and industry standards; oversee a coaching and activity program that is inspiring and engaging.
- **Strategic:** Develop improved systems, policies, and procedures relating to the climbing operation; Develop strategies for customer retention
- **Tactical:** Recruit, train and develop climbing ops staff; regular checks of logs relating to Health & Safety, Maintenance, and Coaching delivery (observations), Organise centre maintenance; Solve team and business Issues; Analyse data and produce reports relating to the climbing ops
- **Brand:** As a member of the Senior Team you will be a prominent person in the business and play a key role in continually moving Highball forward. Your standards, methods, and personal delivery must constantly uphold our company's vision, core values, and culture.

## Salary & Benefits

**Pay:** Up to £27,040 pro rata, based on experience.

**Benefits:** Pension, Funding for Training, Free Climbing, Retail and Cafe Discounts

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## ABOUT YOU:

You will have a few years of indoor/outdoor climbing experience and have a keen interest in the climbing industry. It is essential you have experience leading and managing effective teams (in a customer service environment), solving business issues, and developing ideas for business growth.

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**Necessary Skills / Attributes:**

- Share Highball's vision and core values
- A growth mindset; a drive to continually grow and improve personally and professionally
- Leadership and management
- Planning & prioritising
- Excellent communicator
- Business development
- IT literate: Office or Google Drive

**Advantageous Skills / Attributes:**

- Working knowledge of key HR processes & policies
- Working knowledge of Health and Safety standards or training
- Instructor or Coach MLT Awards or training / BMC Workshops
- Has worked in a climbing or leisure centre/gym.
- Able to work flexibly

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**ABOUT HIGHBALL:**

Our vision is to be a great place to work, climb, train and hangout.

Every member of our crew plays a vital role in the evolution and growth of our business, so we aim to hire people who are smart, determined, and honest, and we favour ability over experience. Whilst the Highball Crew share the common vision and values (Safety; Passion; Get it Done, Keep it Simple; Never Stand Still) of the company, we all hail from different walks of life, reflecting the audience that we serve.

We strive to maintain the open culture often associated with start-ups, in which everyone is a hands-on contributor and feels comfortable sharing ideas and opinions and solving issues. Whilst the operation can at times appear huge, we are a small business and you can make a difference; positive changes can occur quickly.

As an accredited Living Wage Employer we guarantee that every member of our team is paid a fair wage. Working hours for this role are regular and part-time.

**Fair Pay. Regular Hours. Funding for Training. Free Climbing.**

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**HOW TO APPLY**

Please send us your CV and a covering letter to [admin@highballnorwich.co.uk](mailto:admin@highballnorwich.co.uk). These both need to be in PDF format and don't forget to let us know why you want to work with us!

The closing date for applications will be Monday 18 July 2022.

The application process may consist of up to three stages (an initial telephone/ online interview; a face to face interview; an assessment or trial shift) and we will require two excellent references.

Start Date: ASAP

