

**WE'RE HIRING****COACHING TEAM MANAGER**

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**ABOUT THE ROLE:**

Highball Climbing Centre is entering an exciting phase of development as we look to expand and develop our coaching and activity program. We're looking for a Climbing Team Manager with the drive and vision to oversee our Coaching Program, Coaching Team and Equipment.

It is a part-time position circa 24+hrs per week (negotiable) with the opportunity to work some of these hours flexibly. There is also potential for additional hours in other roles to 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 to the Operations Manager. Work closely with the Marketing Manager, Sales and Service Manager, Head Routesetter, Bookings & Operations Coordinator and be part of the senior leadership team. You will play a key role in Highball's development and growth.

**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; The business operates to 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 and nurturing safer, happier, confident climbers; Research the latest global trends in the climbing industry; Develop a successful and inclusive calendar for the customer.
- **Tactical:** Recruit, train and develop your people; Regular checks of Health & Safety documents, maintenance logs, and coaching delivery (observations); Deliver coaching sessions and training workshops; Organise/plan equipment maintenance; Solve team/business issues and develop/implement new ideas; Analyse data and produce reports relating to the climbing ops; Set targets and goals for your operational team.
- **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 £29,744 pro rata, based on experience.

**Hours:** 24+ hrs per week. Hours to be agreed - you will need to work across the 7 days as the job requires.

**Reports to:** Operations Manager

**Reports to you:** Instructors and Coaches

**Annual Leave:** 29 days per year (inc. bank holidays)

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

## ABOUT YOU:

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

### Personal Skills, Attributes and Behaviours

#### Essential:

- Share Highball's vision and core values
- A growth mindset; a drive to continually grow and improve personally and professionally
- At least 1 year experience leading and managing a team in a busy customer facing environment e.g hospitality/leisure/retail
- Planning, prioritising, issue solving
- Able to work flexibly
- Excellent communicator
- Business development
- IT literate: Office or Google Drive

#### Advantageous:

- Working knowledge of key HR processes & policies
- Working knowledge of Health and Safety standards or formal training/workshops
- Business development / analysis
- Experience writing business documents e.g processes & procedures

#### Essential Professional Training & Awards:

- CWI, Foundation Coach, BMC Fundamentals, First Aid at Work

#### Advantageous Professional Training & Awards:

- CWDI, Development Coach

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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 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 [guy@highballnorwich.co.uk](mailto:guy@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 Sun 3rd March 2024. Start date: ASAP

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.

