

JOB VACANCY

STUDENT COACH (UNQUALIFIED)

ABOUT THE ROLE:~

Highball Climbing Centre has entered an exciting new phase of development now we have moved to a new site. We're looking for a new crew member to join our Coaching Team at our Centre in Norwich.

We currently have a part-time position between 8 - 18 hours a week available primarily working weekends, coaching children and providing holiday cover. There is also potential to take additional hours in other roles within the business, including: events, front of house, and supporting the route setting team. It is essential that, as a part of our team, you are willing to get stuck in and help out when other members of the team are on leave or unavailable.

Our Coaching Team plays a vital role in introducing new climbers to the sport and supporting their development through group and personal coaching. If you're excited by the idea of training as a climbing coach, developing the sport of climbing, and helping to strengthen the Highball brand, then we'd love to hear from you!

Key Accountabilities:

Strategic Work: Developing our coaching program, including; pathways, courses, session plans, and improving the customers experience.

Tactical Work: Deliver coaching and activity sessions to a range of ages and abilities; Carry out safety checks; Recording candidate information; support and assist colleagues to ensure a seamless operation.

Brand: Coaches deliver key products to new and existing customers. Your standards, methods and personal delivery must constantly uphold our company vision, values and culture.

Salary & Benefits:

- Starting Wage: £12.60 Rising in increments during training to £13.10 once qualified.
- Free Climbing
- Company Pension
- Funded Training
- Flexible Working
- Retail and Cafe Discounts

ABOUT YOU:

It is essential you have a genuine interest in working with people of all ages, introducing them to climbing and helping them develop their climbing skills. You will also need to have a DBS check carried out or be a subscriber to the DBS Update Service.

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Necessary skills & Attributes:

- Significant indoor bouldering experience
- Boulder min. f6a or 6a/v3
- A growth mindset; motivated to continually grow and improve personally and professionally.
- Willingness to work evening and weekends
- Eagerness to coach children
- Excellent interpersonal skills
- A positive, balanced personality who is enthusiastic, inspirational and innovative.
- Be passionate about providing the best service you can and think creatively about ways to enhance the customers experience

Advantageous Skills / Attributes:

- Outdoor bouldering/climbing experience
- Previous sports coaching experience
- Good group management skills
- Attended MLT training courses and/or BMC Fundamentals workshops
- Availability to work at short notice and a flexible approach to working hours
- Current First Aid Certificate
- Min Grade C GCSE Maths & English

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; Simplicity; 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 one of our staff is paid a fair wage. Working hours for this role are regular and part-time, offering the ideal opportunity to work alongside studies or add a bit of variety to your work life.

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

HOW TO APPLY

Please send us your CV and a Covering letter to coachingteam@highballnorwich.co.uk. These must be in PDF format and don't forget to let us know why you want to work with us!

The closing date for applications is Sunday 13th April 2025.

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