

JOB VACANCY**Assistant Manager (Reception & Retail)**

ABOUT THE ROLE:

Highball Climbing Centre relocated early in 2025, creating a modern, spacious, indoor bouldering centre for the people of Norwich and Norfolk. We're in an exciting period of growth and are looking for an Assistant Manager with the drive and vision to oversee our Reception and Retail Operations.

The role is full time (36hrs per week) with the opportunity to work some hours flexibly. There is also potential for additional hours in other roles to create a 40hr 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 two other Assistant Managers, and you will be part of the Senior Management Team. **You will play a key role in Highball's development and growth.**

Key Accountabilities:

- Purpose: Develop and nurture a Front of House Operation which consistently delivers a high standard of customer service & safety; make it easy for our customers (B2B and B2C) to do business with us, develop innovative and dynamic products and fun ways for customers to interact with us.
- Strategic: Develop improved systems, policies, and procedures relating to the Front of House Operations; Develop strategies for increasing customer retention and revenue; Develop innovative and dynamic products and fun ways for customers to interact with us; Research the latest trends for customer service and sales.
- Tactical: Recruit, train and develop your people; Solve important team and business issues; Analyse data and produce reports relating to the front of house operation; Support the leadership team with big business projects; Set targets and goals for your operational teams. Create accountability via team meetings, 1-1's and quarterly conversations.
- 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: £28,304.64 pro rata (£15.12p/hr) once fully effective in the role.

Hours: 36hrs per week. This will be shift based, working a mix of daytime and evening shifts, and 1 weekend in 3.

Reports to: Operations Manager

Reports to you: Front of House Crew; Retail Assistant

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

Benefits & Perks: Pension, Funding for Training, Free Climbing, Retail and Cafe Discounts, Staff gear locker (Climbing and SUP Boards)

ABOUT YOU:

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

Necessary Skills / Attributes:

- 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
- Passionate about delivering excellent customer service
- A positive, balanced personality
- Planning, prioritising, issue solving
- Excellent communicator
- IT literate: Office or Google Drive

Advantageous Skills / Attributes:

- Working knowledge of key HR processes & policies
- Experience of working with POS systems and Customer Database systems
- Good knowledge of how to use and manipulate data in spreadsheets
- Experience writing business documents e.g processes & procedures
- Climbing Instructor/Coaching Awards or training / BMC Workshops
- Able to work flexibly

ABOUT HIGHBALL:

Our vision is a world where 'Climbing walls are kinder to the planet and good for the soul'

Our Crew plays a vital role in the evolution and growth of our business. We aim to hire people who are smart, determined, and honest, and we favour ability over experience. Whilst our 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 a positive, open culture 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.

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

HOW TO APPLY:

Please send us your CV and a covering letter (both in PDF format) to guy@highballnorwich.co.uk. Don't forget to let us know why you want to work with us!

The closing date for applications will be Sunday 10th Aug. Start date: ASAP from 1st September.

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.

