

JOB VACANCY**COACH (QUALIFIED)**

ABOUT THE ROLE:

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 10.5 - 28.5 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 coaching climbers, developing the sport, and helping to strengthen the Highball brand, then we'd love to hear from you!

Key Accountabilities:

Strategic Work: Developing our coaching program, including; development 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:

- Wage: £13.10 after initial training and probation.
 - Free Climbing
 - Company Pension
 - Funded Training
 - Flexible working
 - Retail and Cafe Discounts
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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:

- Share Highball's vision and core values
- A growth mindset; motivated to continually grow and improve personally and professionally.
- NGB Award: Either CWI Award or Foundation Coach Award with valid First Aid at Work
- Min 1 years experience working as a climbing coach, or working in a dedicated climbing centre.
- A positive, balanced personality who is enthusiastic, inspirational and innovative.
- Ability to lead engaging inspirational sessions with suitable on and off the wall activities.

Advantageous Skills / Attributes:

- Other NGB Awards or Training e.g. CWDI, Development Coach, RCI
- Attended multiple BMC Fundamentals workshops
- Attended safeguarding workshop
- 1:1 Coaching Experience
- Experience working with climbers who have additional physical or learning needs
- Min Grade C GCSE Maths & English
- Availability to work short notice and a flexible approach to working hours

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 should 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 21st September 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

