

**JOB VACANCY****DUTY MANAGER**

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**ABOUT THE ROLE:**

We are looking for a Duty Manager to join the team at Highball. The role is part time 12hrs per week. There is also potential for additional hours in other roles to create a larger role if required (e.g. social media, kitchen or other operational projects). 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 Front of House Assistant Manager, work closely with two other Assistant Managers. You will play a key role in Highball's development and growth, ensuring the centre runs smoothly, safely, and delivers an excellent customer experience.

**Key Accountabilities:**

- Purpose: To take operational responsibility for the centre during designated shifts, ensuring it runs smoothly, safely, and in line with service standards. The Duty Manager supports the team on the ground, resolves issues as they arise, and ensures a positive customer experience—acting as the senior point of contact in the absence of the Centre or Operations Manager.
- Strategic: Spot opportunities to improve how the centre runs day to day. Help refine shift routines, handovers, and service standards, and share insights with the Assistant Managers to improve safety, efficiency, and customer experience.
- Tactical: Lead the shift, briefing the team, and keeping operations on track. Support staff in real time, respond to issues as they arise, and ensure key tasks are completed to standard.
- Brand: Your standards, methods, and personal delivery must constantly uphold our company's vision, core values, and culture.

**Salary & Benefits**

Pay: £26,889.41 pro rata (£14.36p/hr) once fully effective in the role.

Hours: 12hrs per week. This will be shift based, working a mix of daytime and evening shifts, and 1 weekend in 3.

Reports to: Front of House Assistant Manager.

Reports to you: Front of House Crew; Coaching Crew - On Shift.

Annual Leave: 28 days per year (inc. bank holidays) pro rata.

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
- 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

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## 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.

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## HOW TO APPLY:

Please send us your CV and a covering letter (both in PDF format) to [will@highballnorwich.co.uk](mailto:will@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 15th March. 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.

