

## FRONT OF HOUSE CREW

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### Role Overview:

We are seeking enthusiastic new crew to join our robust Front of House team.

This is a part-time position, primarily every other weekend, with potential of midweek hours based on availability (11-28 hours per week).

A crucial requirement for all team members is the willingness to be flexible and step up to cover shifts when colleagues are on leave or otherwise unavailable.

### Accountabilities:

- **Purpose:** Make every customer interaction, transaction, or visit, a remarkable one and ensure that all safety procedures are followed.
- **Strategic:** Nurture positive relationships with customers; Enhance customer experience & retention; Contribute to the improvement in systems and processes and remove blockages; 'Make climbing easy'
- **Tactical:** Customer service & interactions; New registrations; Responding to telephone/email/social media contacts; Provide accurate information about our centre, products and services; Carry out regular tasks and organise the day to day front of house operations; Communicate with colleagues and the senior team.
- **Brand:** As a member of the Front of House Team, you will be one of the key faces and voices of Highball. It is important that your quality of work and personal delivery is in line with the company's vision, core values, and culture.

If you're excited by the idea of helping us grow the sport, improve what we do and deliver the 'ultimate indoor climbing experience', then please get in touch.

### About You:

We're looking for a customer focused 'people person' who is welcoming, engaging and approachable.

#### Necessary Skills / Attributes:

- People skills (welcoming, engaging & approachable)
- Good Communication (written/spoken/listener)
- Ability to work under pressure, in a fast paced environment.
- Quick learner
- Attention to detail

#### Advantageous Skills / Attributes:

- Experience in front of house hospitality/customer service.
- Skilled typist
- Planning & prioritising
- Issue/problem solving
- Indoor and/or outdoor climber
- First aid certificate

## About Highball:

Our vision is to create climbing walls that are kinder to the planet and great for the soul; 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 (We Manage the Risks; We Listen; We Get it Done; We Keep it Fun; We Aim High - 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 member of our team 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.**

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## HOW TO APPLY

Please send us your CV **and** a covering letter to **will@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 will be **Sunday, 27th of September**.

The application process may consist of up to three stages (an initial telephone, face to face interview and a trial shift) and we will require two excellent references.

Start Date: As soon as possible.

