JOB VACANCY

FRONT OF HOUSE - SHIFT SUPERVISOR

ABOUT THE ROLE:

We are looking for a Shift Supervisor to join the Front of House team at Highball. The role is part time with a minimum of one shift (6 hours) per week. There will be regular, additional hours to cover holidays, open shifts and sickness. 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 Manager and work closely with the Front of House Duty 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 Shift Supervisor 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 Front of House Manager 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 management team 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.

Hourly Rate & Benefits

Pay: £14.53 p/hr once fully effective in the role.
Hours: 6hrs per week. This will be shift based, working a mix of daytime and evening shifts.
Reports to: Front of House Manager.
Reports to you: Front of House Crew.
Annual Leave: 28 days per year (inc. bank holidays) pro rota.
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 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 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 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, November 1st. 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.

