



Duty Manager

Job description

Overview:

As a duty manager with Indirock you'll never see a dull moment. Overseeing the day to day running of our facility, you'll be customer-focused, commercially minded and full of ideas to evolve Indirock whilst managing our friendly, passionate team.

Ideally you already have experience working in a climbing or bouldering wall and you can turn your hand to anything from membership software to stock management, health and safety checks to team building. You'll enjoy taking strategic oversight, while dipping into all areas of the business and focusing on the detail when necessary.

The main focus of your role is on our customers. You will be curious and enjoy learning from them, being proactive in seeking their feedback and implementing changes as a result.

You'll be self-motivated, confident and methodical when dealing with issues as they arise, delegating wherever appropriate.

Main tasks:

- Ensuring a welcoming, un-intimidating atmosphere is created at Indirock, encouraging climbers of all abilities to feel part of the community
- Running reception and checking customers in
- Being proactive in providing help and support and prompt in replying to customer email, social media or phone queries
- Thinking creatively about how to improve the experience for customers
- Taking a 'test and learn' approach to allowing new ideas to thrive
- Logging any customer complaints and doing something about them
- Getting stuck in and spending large amounts of your time customer facing
- Effective stock management and oversight of profit margins
- Climbing instruction and coaching when necessary (training provided)
- Key holding, including opening and closing the premises
- Cash handling and banking
- Preparing and organizing the centre to a high standard at all times



- Managing staff and rotas
- Ensuring climbing instructors are scheduled and briefed
- Enabling route setting to run smoothly with our head route setter
- Managing and implementing Health and Safety policies, including Risk Assessments
- Actively promoting continuous improvement of staff, working with their own ambitions
- Demonstrating transparency, openness and respect in dealing with staff and members of the public
- Promoting Indirock to new audiences through social media and other channels

Qualities:

You are:

- passionate about creating opportunities for people to come together, building a community at Indirock
- entrepreneurial in the way you approach your work
- calm, able to prioritise your workload and be self-sufficient
- able to build strong relationships with existing customers and first time climbers alike, to keep our customers passionate about Indirock
- a good listener
- excellent at time keeping
- someone who loves creating a great work culture with plenty of fun

Experience and qualifications:

Necessary:

- Relevant industry experience
- Experience managing a team
- Familiar and confident on computers, spreadsheets and CRM software

Nice to have:

- Climbing Wall Award (training towards this provided if necessary)
- Knowledge and experience of using staff rota software



- Up to date experience of safeguarding processes and procedures for children and adults at risk
- Disclosure & Barring Service (DBS) check to work with children & vulnerable adults (we can arrange)
- First Aider qualification (we can arrange)
- Supervisory Health, Safety & Hygiene Certificate (we can arrange)

Benefits:

- Free climbing for you at any time while working with us
- Discounts on climbing gear and equipment through our suppliers
- A flexible work week
- Management training including route setting and climbing coaching qualifications
- Company sick pay
- Company pension contributions

Hours and pay:

This role is for 40 hours/week on a starting salary of £24,000 (plus National Insurance and pension contributions).

The hours in this role are flexible but will involve weekend and evening work.

To apply:

Please write to hello@indirock.co.uk with your CV and a short covering letter, video or voice-note giving your answer to the following:

“What do you think we should focus on in the first three months of opening Indirock, to have the best chance of success?”

Application deadline Thursday 30th September 2021.