Duty Manager

Job Title: Duty Manager

Salary: £26k per annum

Reporting to: Centre Manager

The Role: To manage the day-to-day operation of the centre, and manage the reception staff to deliver high quality service to all White Spider customers.

Key Responsibilities:

- Manage customer service staff
- Arrange cover for sickness
- Conduct back to work meetings
- Open and Closing procedures
- Cash handling, balancing the tills, administering spare change and petty cash
- Floor walking / accident reporting / rescue procedures
- Auto-belay inductions
- Unsupervised access tests for under 18s
- Promote and deliver high quality customer service at all times from the reception desk and throughout the centre
- Greet visitors, answer all enquiries and provide advice to customers
- Take customer bookings
- Serve customers in the cafe
- Deal with the hire and sale of equipment
- Point of contact for fire / evacuation
- Designated first aider
- Key holder
- Provide help, support, and training for the customer service staff
- Provide support for the coaching and route setting programmes
- Overall responsibility on a day-to-day basis for the presentation of our cafe and retail stock
- Day to day responsibility for notices / notice-boards / presentation of customer information in the centre

Other Supporting Responsibilities:

- General administration
- Assisting in the delivery of events and competitions as required
- Any other duties that are reasonably required

Personal Skills, Experience, and Competencies:

- Have CWI/RCI/CWDI qualifications or have a willingness to gain
- Has experience managing in similar roles such as leisure facilities
- Outstanding commitment to high quality customer service
- Good interpersonal skills and ability to communicate with staff, customers and management
- Passionate about introducing climbing to others
- Enthusiastic and flexible approach
- Ideally an active climber
- High attention to detail
- Good I.T skills
- Initiative

Desired Qualifications/Experience:

- First Aid
- CWA or similar
- Barista
- Food hygiene/food handling
- Experience with Rock Gym Pro

Applications:

- Closing date Monday 21st April 2025
- Apply in writing to Matt Higton matt@greenspiderclimbing.com showing how you meet the requirements for the role. Please include your CV.
- Interviews will be in person during the week commencing the 21st of April.

We reserve the right to close applications early.

This job description does not define in detail all duties and responsibilities of the post. It will be reviewed once a year and may be subject to amendment after consultation and agreement with the post holder.