

## Duty Manager (Full-Time & Part-Time)

### Job Description

**Job Title:** Duty Manager (32-40hrs/wk)

**Reference:** HelloIsItMeYou'reLookingFor?

#### Key Duties:

- **Key Holder:** *You will be given a set of keys to the centre. With this comes the responsibility of ensuring the security of the centre whilst we are closed. You will be the first person on site in a morning, and responsible for locking the doors in an evening.*
- **Manage the daily running of the entire centre:** *You will have autonomy for how your shift runs. When people take their breaks and are expected to keep the team busy during quiet periods. You will be responsible for maintaining aspects of our Safe Operating Procedures such as correct supervision of novices and young climbers. and the Health and Safety/ welfare of all people on site.*
- **Supervise and train Team Members:** *Once established in your role, you will be responsible for the training and development of those on shift with you.*
- **Delivery of climbing sessions:** *We run a large variety of climbing sessions, if you don't already know how to instruct/ coach climbing, we'll be teaching you!*
- **Be inspirational:** *This is what it says on the tin really; you should be able to motivate and lead a team of individuals in a supportive and fun manner.*
- **Uphold the values of Boulder Shack:** *We are known for our friendly environment and approachableness. You will need to display this whilst leading a busy shift. An ability to appear unphased whilst working under pressure is a great advantage.*

*N.B. There are more, but we feel these are the most important...*

#### Relationships:

As a member of the Duty Manager Team you will report to the Senior Management Team; Tim (Boulder Shack's Founder), Ben (Centre Manager), Ollie W (Assistant Manager) and

Dave (HR and Finance Manager).

You will also report in to the other Duty Managers to ensure unity in standards and expectations of all employees and the site as a whole.

**Salary, Hours and Holiday:**

We have a skills based pay system; hourly rates will vary depending on age, skills and experience. This is with the knowledge that as your skills progress, so will your hourly rate. We'll explain this system to you more in the interview.

**Full-Time:** We are looking for an individual who can offer 40hrs per week to the company.

Shifts for the role will be scheduled in advance by Hannah, our Team Administrator. Hours will be varied between mornings, evenings on both weekdays and weekends.

28 days paid holiday entitlement per calendar year.

**Perks of working for Boulder Shack:**

- FREE CLIMBING, with us and a variety of local climbing walls.
- 2 friends can climb for £1 each with you whilst you are not on shift.
- Free hot drinks whilst on and off shift.
- 40% discount on other items from our awesome cafe.

*\*The following will only be available after successful completion of a 3-month probationary period:*

- Access to trade discounts on a huge variety of climbing manufacturers, INCLUDING PATAGONIA!
- Up to £250 per year to be paid towards any training/ qualification of your choice; these do not need to include climbing related courses. Examples of what this fund has been used for in the past are: Flying trapeze lessons, surf lifeguard course, surf instructor, IPAF license, the list goes on...