

Duty Manager (Full-Time & Part-Time)

Person Specification

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

Reference: HelloIsItMeYou'reLookingFor?

Hard Skills:

Essential:

- Customer service guru.
- Capable of managing your own workload effectively.
- Track record of good people management skills.

Desirable:

- Knowledge of Rock Gym Pro 'RGP'.
- Knowledge of Health and Safety at Work legislation, and how this impacts the employer and employees.
- Food hygiene Level 2.
- Knowledge of G-Suite

Human Skills:

**Below is a list of attributes we feel make a good people manager; this list is not exhaustive, but gives you an idea of the kind of 'person' we are looking for.*

- People person.
- Stable under pressure
- Can coach new skills to others in a supportive manner.
- Can work on your own, and with others to achieve company goals.
- Able to give each customer that personal touch.
- Respond quickly to change.
- Demonstrate an understanding of leadership styles and how they impact teams.
- Regularly reflect and learn from previous experiences.
- Is Trustworthy.
- An awareness of what makes a fantastic people manager, and how you can embody that whilst on shift.
- A capacity to delegate, not abdicate.
- 'Be a swan', calm above water whilst working hard underneath.
- Curiosity and desire for personal development.
- Solution giver, rather than problem finder.

- Have an awareness of *“What is the best use of my/ my team's time right now”*.
- etc...

Previous Experience:

Previous experience of working within the climbing industry is not required; an awareness of how our industry operates would be advantageous, especially if coupled with people management experience.

Qualifications:

Essential:

- Recent experience leading/ managing a team.

Desirable:

- Have attended a high quality management course.
- Current First Aid Certificate.
- NGB Instructing Qualification (e.g. Climbing Wall Instructor, Rock Climbing Instructor or higher)
- NGB Coaching Qualification (e.g. Foundation Coach/ Development Coach) or a history of coaching within sport to a good level.
- BMC FUNdamentals 1, 2 and 3, or accredited prior learning course.
- D1 Minibus Licence.
- Valid Child Safeguarding Certificate.