

**Team member
Job Description**

Job Title: Team Member (Full & Part Time roles available)

Key Duties & Responsibilities:

- Provide great friendly customer service; in person, by phone and through email/social media.
- Work with the duty manager and other team members to ensure the smooth running of the climbing centre and business.
- To work efficiently on reception, in our café, kitchen, dealing with customer bookings and general administration.
- To deliver engaging climbing sessions to a broad range of junior/adult customers.
- To be proactive in dealing with cleaning, Health & Safety, maintenance and other vital centre duties.
- General kitchen duties, including preparation of ingredients, daily service and cleaning procedures in line with EHO guidelines (full training will be provided).

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

Relationships:

As a member of the Team at Boulder Shack you will day to day be reportable to the Duty Management Team. You will be line managed by a member of the Senior Management Team; Ben (Centre Manager), Ollie W (Assistant Manager) and Dave (HR and Finance Manager), this will be your choice once you have settle into the role.

Hours & Holiday:

- Flexible working hours.
- Shifts will predominantly be evenings and weekends.
- Hourly wage based on age, skills and experience which will grow as you develop within the company. Minimum of £4.62/hr, growing up to £10.20/hr.
- Holiday; up to 28 days annual leave per calendar year (pro rata).

**We are hiring for multiple positions and are happy to discuss contracted hours, this will vary from casual contracts to a full time position.*

Perks:

- 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 cafe/ kitchen.

**The following will become available after successful completion of a 3-month probation period:*

- Access to trade discounts on a huge variety of climbing manufacturers; INCLUDING PATAGONIA!
- Up to £250 per year to be paid towards and 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 licence, the list goes on...