

## **Duty Manager (Full-Time)**

### **Person Specification**

**Job Title:** Duty Manager (35-40hrs/wk)

**Reference:** I'm the leader you need...

#### **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. We do not expect the successful person to hold all of these attributes when starting work with us. But these are what we hope to develop in you over time.*

- 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.
- 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 both within a leadership role and the climbing industry.

- Confident in upholding the values of Boulder Shack and fostering a positive work environment.
- 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:**

Desirable:

- Recent experience leading/ managing a team.
- 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 sport to a good level.
- BMC FUNdamentals 1, 2 and 3, or accredited prior learning course.
- Valid Child Safeguarding Certificate.