



Deputy Manager, Quay Climbing Centre Exeter

We're seeking a Deputy Manager to join the team at the Quay, supervising the day to day operations of the centre. The post would suit a passionate and experienced climber who is keen to promote the sport, who has worked in a supervisory customer focused role in the outdoor/climbing industry and who has a proven ability to motivate teams. The post is offered as a permanent position working 42 hours a week split over four, ten-hour shifts, typically on Wednesdays, Thursdays, Fridays and Saturdays. We're offering a competitive salary according to experience and qualifications.

Summary of the Position

Our Deputy Managers are responsible for the daily operation of the centre during their shifts and the management of the staff on duty that day. They are also involved in the development of initiatives that will enhance the customer experience, extend our range of services and develop the climbing community in the South West. The Deputy Managers work closely with the Centre Manager and the team of instructors and staff who work in the centre each day.

Person Specification

We are seeking a confident and outgoing individual who has a passion for climbing and an interest in making the sport accessible for all. Candidates must have experience motivating teams in a customer-focused business and a desire to ensure that all customers have a safe and enjoyable experience in the centre. An eye for detail and a flexible approach to work are key requirements. We are seeking a candidates who are ambitious to help the centre develop commercially and can identify opportunities to expand revenue whilst providing value to customers. Project management and an ability to see ideas through to completion are essential skills. The role involves working with senior members of the team to enhance the customer experience and grow the climbing community in the South West.

This is a great opportunity to join the team at one of the South West's leading climbing centres and be part of growing the sport of climbing in the region. You will be supported in your role by the Centre Manager and other members of the management team.

Key Responsibilities

- Oversight of the climbing wall arena including top rope, lead climbing and bouldering areas, Clip 'n Climb and the reception/café area.
- Management of rotas and timesheets
- Ensuring that group/instructor led activities are appropriately managed and staffed
- Ensuring that all activities are delivered safely, in line with risk assessments and procedures
- Ensuring that staff are appropriately trained to carry out their duties and that teams are deployed each day to ensure that all activities are carried out to the highest standards
- Ensuring that customers visiting the centre have a positive and consistent experience from check in through to the café and climbing area
- Development of ideas and initiatives and to enhance the customer experience and expand the commercial opportunities for the Quay
- Involvement in the development of our youth climbing clubs and squads
- Deputy Managers are expected to instruct and lead group activities as well as oversee other instructors

Essential Experience

- Experience working in the fitness/outdoor sports and/or climbing industry
- CWI or RCI qualification or evidence of progress towards these awards
- A background in a customer focused role
- Proven supervisory experience and an ability to motivate teams
- Experience implementing new initiatives and/or managing projects
- A dedicated climber with a strong interest in indoor climbing development

Desirable experience

- Experience working in a climbing centre is desired but not essential
- CWDI and other relevant outdoor sports instruction qualifications
- Current First Aid qualification
- Route setting experience
- Sales or product development experience

Salary and Benefits

- Competitive salary according to qualifications and experience
- Attractive benefits including Company Pension Scheme, the equivalent of 5.6 weeks annual holiday per year, free climbing at the centre, subsidised meals whilst working at the centre, access to discounted climbing hardware from

trade suppliers, access to discounts at local partner businesses

Start Date and Hours of Work

- Start date 22nd August 2018
- 42 hours per week – Wednesdays Thursdays, Fridays and Saturdays

Statement about the position

The role description above does not define in detail all duties and responsibilities of the post. This will be reviewed once a year and may be subject to medication or amendment after consultation and agreement with the post holder. The appointment will be subject to the satisfactory completion of a probationary period. This post is offered to applicants on an equal opportunities basis. Personal data provided in the course of applying for this role will be managed according to our Privacy Policy which can be found on our website.

How to apply

If you wish to apply for the role please contact Alison Smith for an application form (Alison@quayclimbingcentre.co.uk).

The closing date for applications is 12 noon on 13th July 2018