



VauxWall, HarroWall, CroyWall, RavensWall, CanaryWall & BethWall are facilities of The Lakeland Climbing Centre Limited. We are driven by our passion for climbing and the positive effects it can bring to everyone's lives. Our London facilities set a new standard for accessible, clean and constantly evolving indoor climbing. In partnership with our customers, staff, sponsors and suppliers we have created and continue to develop friendly, efficient and safety conscious centres of excellence for bouldering that everyone can enjoy. Strong links with our site in Kendal will provide opportunities for customers and staff to continue their journey into the diverse sport of climbing in the stunning Lake District National Park.

**Job Title:** Duty Manager  
**Reporting to:** Deputy and Centre Manager

### Main Purpose

As part of a small multifunctional team the role of Duty Manager is central to the effective running of the Centre. You will be responsible for the provision of a safe, fun and welcoming climbing environment. When on duty you will directly manage the day-to-day operations including the reception, café and shop with additional responsibilities including cleaning and administrative tasks. There is potential to be involved in both the instruction and route setting programme as the role develops.

Full training will be given and we embrace the opportunity to bring your personal strengths and ideas to the role.

### Main Duties & Responsibilities

- Direct responsibility for the running of the centre in the absence of senior management
- Commitment to embrace and deliver the company mission statement
- Complete centre opening and closing procedures
- Provide an excellent standard of customer service
- To ensure high standards of cleanliness are maintained at all times in the climbing areas, facilities and reception
- Proactive management of staff on shift and working closely with management team to promote a proactive and supportive staff team
- Engage with the management team in the marketing strategy and event planning
- Supporting and training junior staff in instruction provision, customer service and bookings.
- Ensure exemplary adherence to the Centre Health and Safety Policy
- Cashing up
- Act as a Brand Ambassador for LCC and its sponsors
- **Be prepared to work at mix of early and late shifts ensuring you can to your centre by 5.45am**

This job description reflects some of the present requirements of the post (i.e. it is not exhaustive), and as duties and responsibilities change/develop, the job description will be reviewed and subject to amendment in consultation with the post-holder.

## **Duty Manager**

### **Person Specification**

#	Criteria	Essential/Desirable	Assessment
1 *	Management Experience in climbing wall, leisure, restaurant/cafe or retail facility	Essential	Application Form, Interview
2 *	Good personal organisation and interpersonal skills	Essential	Application Form, Interview
3 *	Experience of working with the public in a busy service environment ensuring that the experience of each customer is positive and satisfactory	Essential	Application Form, Interview
4 *	Good communication skills both written and verbal	Essential	Application Form, Interview
5	The ability to clearly demonstrate safe practical skills.	Essential	Interview
6	Computer literacy	Essential	Interview
7	Commitment to undergo further training through operational requirements and personal staff development	Essential	Interview
8	Barista skills	Desirable	Interview
9	Good understanding of health and safety issues affecting climbing walls	Desirable	Interview
10	Possess a climbing instructor/coaching qualification or experience working in a climbing wall.	Desirable	Application Form, Interview
11	Relevant retail experience	Desirable	Interview
12	Marketing skills & experience	Desirable	Interview
13	Possess a current first aid certificate	Desirable	Interview
14	Possess a food hygiene certificate	Desirable	Interview

**Application Form** – applicants are asked to provide supporting statements to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.

**Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.