



<b>JOB TITLE:</b>	<b>ASSISTANT MANAGER</b>
<b>SALARY</b>	<b>£28,080 PER ANNUM</b>
<b>HOURS</b>	<b>40 HOURS PER WEEK - TO INCLUDE EVENINGS AND WEEKENDS</b>
<b>REPORTING TO:</b>	<b>CENTRE MANAGER</b>
<b>KEY RESPONSIBILITIES:</b>	<p>The Climbing Wall Assistant Manager plays a crucial role in ensuring the smooth and efficient operation of our climbing facility. This position requires a dynamic individual who can lead by example, foster an environment of excellent customer service, develop staff, and contribute to sales and marketing efforts. The Assistant Manager will support the overall management team and help in driving the facility's growth and success. You will be involved in the day to day running of the Depot climbing centre including greeting and checking in guests, ensuring the correct documentation is up to date for each user of the wall, running sessions, working in the cafe selling as well as stocking and maintaining the shop.</p>
<b>ROLE DESCRIPTION:</b>	<p>Working as part of the centre management team to facilitate the day to day operations of the climbing centre. Supporting the centre manager in their endeavor to create positive inclusive and engaging spaces for both customers and employees.</p> <p><b>Leadership</b></p> <ul style="list-style-type: none"><li>•Effective communication</li><li>•Creating an environment that fosters excellent customer service standards</li><li>•Constant commitment to and participation in company initiatives</li></ul> <p><b>Service Standards</b></p> <ul style="list-style-type: none"><li>•Participating in a healthy feedback process</li><li>•Exploring every opportunity to improve customer experience through consistent, high service standards.</li><li>•To successfully lead by example</li></ul>

**People Development**

- Train, coach and develop all staff to the best of your ability and enable them to achieve.

**Sales and Marketing**

- Help implement all social media, sales and marketing initiatives.
- Assist with the acquisition of new customers and income streams

**Legislative**

- Help maintain all head office led Health and Safety, Fire safety and Employee relations regulations.

**Stock**

- Ensuring a monthly closing stock for all café items has been completed as well as vigilant shop stock management.

**Profit Management**

- Aid in the development of your centre working with the management team to push sales initiatives.

**General administrative work**

- Answering customer emails
- Financial reconciliation and record keeping
- Onboarding and offboarding paperwork
- Any other administrative task required