

Hiring Deputy Manager - 20th June 2024

Rainbow Rocket is Cambridge's only dedicated bouldering centre.

Our team prides itself on providing a welcoming and inclusive atmosphere for our community of climbers that has been built up over the past 6 and a half years.

All staff receive a number of benefits including free climbing for themselves and a plus one, training, discounts and the chance to have an impact as part of an independent company.

The Role

Reporting to the Centre Manager, you'll be part of a small team keeping our centre running smoothly. Working across all areas of the business the role will include day to day operations, ensuring adherence to our health and safety policies, management of our retail stock, marketing and event support and maintenance of customer service standards. The ideal candidate will be adaptable to meet the different needs of the role and have a love for climbing.

This is a permanent full-time position with a mixture of daytime, evening and weekend shifts required.

Responsibilities

- Cafe & Shop Management - Management of the centre's retail merchandising and offering, including ordering and stock taking of goods
- H&S - ensure policies and procedures are being adhered to, aiding in staff training and reporting any issues to the Centre Manager
- Daily Operations Standards - managing reception and making sure our customers are receiving excellent customer service
- Marketing - assisting the Centre Manager with the delivery of Rainbow Rocket's marketing and communications plan
- Events - assistance in the organisation and promotion of climbing competitions, workshops, and special events to engage the climbing community and attract new participants.
- Courses - implementation of Rainbow Rocket's new course roll-out and managing bookings.
- Assisting the Centre Manager with ad hoc admin tasks and responsibilities when required
- Provide ad hoc cover for staffing illness and emergencies

Requirements

Essential:

- Customer service experience
- Enthusiastic climbers with a love for the sport
- Reliable, with flexible availability to work evenings, weekends and holidays
- Great interpersonal and communication skills
- Ability to maintain composure under pressure
- Strong organisational skills with an eye for detail
- Initiative and drive to help build the Rainbow Rocket brand
- A DBS check is required for this role

Desirable:

- Experience working in a management or leadership role
- Prior experience in a climbing centre or similar.
- Relevant NGB awards (CWA / RCI / Foundation coach etc).
- Up to date First Aid qualifications.
- Prior safeguarding experience or certification
- Experience using Rock Gym Pro
- Prior marketing or events management experience

Salary & Hours

£33-40k pro rata, dependent on experience. 40 hours per week (full time).

Don't meet every single requirement? If you're excited about this role but your past experience doesn't align perfectly with every requirement, we still encourage you to apply. You may be just the right candidate for this or other roles.

To Apply

Email your CV and a brief cover letter explaining why you want to work with us, including how we would fit into your plans to: jobs@rainbowrocket.cc

Applications open until 12th July - Preliminary interviews from 8th July

Please note we may close the application process before this date depending on the quantity and quality of applications.