



## Glasgow Climbing Centre Job Description Form

### Job Description

Job Title:	Duty Manager
Department/Location:	Glasgow Climbing Centre
Reports to:	Centre Manager
<p>Staff Responsibilities:</p> <p>Duties and responsibilities are detailed as follows:</p> <ol style="list-style-type: none"> <li>1) Opening and locking up. The alarm must be re-set and set as normal. All fire exits must be opened before public/ staff arrival. All correct fire exit pins must be placed on display at reception. Lights heating etc. should be used as necessary</li> <li>2) Duty Fire Officer. In the event of the fire alarm being activated, it is the duty manager's responsibility to supervise and check that the centre is evacuated quickly and completely. This includes checking toilets/changing rooms, staff room, balcony, basement, stairs, reception and main hall. If a fire is discovered, the duty manager is responsible for alerting the emergency services as soon as possible. These should be done without risking personal safety.</li> <li>3) Ensuring operating procedures are followed correctly. Namely:             <ul style="list-style-type: none"> <li>• Reception is always manned</li> <li>• Entry procedures for all entrants</li> <li>• Group procedures/ Instructors- write up group board, indicating senior instructor.</li> <li>• Safety procedures (inc. fire etc)</li> <li>• Accident Procedures</li> <li>• Reporting- any problems/occurrences</li> </ul> </li> <li>4) Serving At Reception/Assisting reception staff as necessary.</li> <li>5) Policing the Hall. Looking for bad practice/unsuitable equipment and any misuse of the facility.</li> <li>6) Supervising all staff. Ensuring the staff are fulfilling duties. Finding replacement staff at short notice if short.</li> <li>7) Housekeeping. The centre must be kept reasonable clean at all times. This requires daily collecting any litter, emptying of all bins, mopping of toilets and reception hall. Hoovering of hall must be done regularly.</li> <li>8) Money. Cashing up, balancing till, recording and placing takings.</li> <li>9) Music. Must not be played too loud during open hours.</li> <li>10) Customer Service. Dealing with any problems, complaints and disputes as diplomatically as possible.</li> <li>11) Security/Intruder. Undesirables seeking entry, escorting undesirables from the premises.</li> <li>12) Forward Planning, looking at the days to come and ensuring the level of staffing is sufficient. If not deal with the problems accordingly.</li> </ol>	
Hours of work:	Vary, mostly evening and weekends as cover. Contracted for one full weekend in 6.
Salary Range:	£7.54 per hour plus 10.77% holiday pay
<p>Summary of Position:</p> <p>The Duty Manager is the responsible person on site. He/she is responsible for the safe and smooth running of the centre during their shift.</p> <p>In addition to the specific Duty Manager responsibilities, a duty manager must also be familiar with and able to carry out the responsibilities of the receptionists and Instructor</p>	

### Primary Responsibilities

Health and safety of public and staff	Staff Management
Ensuring procedures are correctly followed	Customer Service

### Personal Specification

	Essential	Desirable
<b>Qualifications &amp; Training</b>	Candidate must hold the MLTUK Single Pitch Award or Climbing Wall Award and current 1 <sup>st</sup> certificate.	Further outdoor based NGB.
<b>Experience</b>	Current climbing experience, working with in teams, Microsoft Office and internet literate.	Leadership and management experience within a service / leisure sector organisation.
<b>Qualities and Attitude</b>	Self motivated ability to relate to peers, confident and outgoing. Able to relate to clients of all ages and abilities.	Extensive record of teaching and coaching indoor climbing.
<b>Product Knowledge</b>	Must have a good all round knowledge of the indoor climbing world.	Active climber in all the major climbing disciplines.

### Competencies

Internal & External Customer Focus	Problem Solving, Judgment & Decision Making
Commercial & Business Awareness	Performance Management & Development
Effective Communication	Leadership & Motivation
Working with Others / Teamwork	Working with Others / Teamwork
Proactive Approach	

### Prepared by

Name:	Neil Wightwick				
Title and/or Department:	General Manager, In Extremis				