



KendalWall, PrestonWall and LancasterWall are all 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 northern 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 a friendly, efficient and safety conscious centres of excellence for bouldering that everyone can enjoy. The company also has seven centres operating in London that are part of our mission to get more people climbing.

Job Title: Team Member
Reporting to: Management team and Duty Managers

Main Purpose

Working with the Duty Manager to provide a safe, fun and welcoming climbing environment. You are expected to provide an exceptional level of customer service in all centre operations. Additional to reception, tasks will include cleaning and administration. As your experience develops there may also be the opportunity to train in instruction and route setting.

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

Main Duties & Responsibilities

- Provide a friendly efficient service on reception, climbing areas, café and in the shop.
- Commitment to embrace and deliver the company mission statement.
- Provide a thorough and careful check-in of all customers.
- Complete Centre opening and closing procedures.
- To ensure high standards of cleanliness are maintained at all times in the climbing areas, facilities and reception.
- Actively support the management team in the setting program, events schedule and marketing strategy.
- Deal with customer enquiries effectively, politely and in a timely manner.
- Provide a high standard of instruction delivering activity sessions, inductions, coaching and junior program – training will be given.
- Adherence to the Centre Health and Safety Policy.
- Act as a Brand Ambassador for LCC and its sponsors.

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.



LCC North – Person Specification

Team Member

#	Criteria	Essential/Desirable	Assessment
1*	Effective team member with a flexible approach to work and colleagues	Essential	Application Form, Interview
2*	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
3*	Good communication skills both written and verbal	Essential	Application Form, Interview
4	The ability to clearly demonstrate safe practical skills.	Essential	Interview
5*	Personal climbing experience is preferred.	Desirable	Application Form, Interview
6	Have experience working in a climbing wall.	Desirable	Interview
7	Good understanding of health and safety issues affecting climbing walls	Desirable	Interview
8*	Computer literacy	Essential	Application Form, Interview
9	Route setting experience	Desirable	Interview
10	Possess a current first aid certificate	Desirable	Interview
11	Commitment to undergo further training through operational requirements and personal staff development	Essential	Interview

Application Form – applicants are asked to provide supporting statements to demonstrate how they meet the criteria, especially those marked with an asterisk. The response will be “scored” as part of the shortlisting process.

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