

Broomhill Bouldering Company
T/A Broomhill Climbing Works

Job Description

- Position:** Receptionist.
- Accountable to:** Managing Directors / General Manager / Assistant Managers.
- Contract type:** Zero Hours.
- Start date:** 09/07/2026, with training in advance.
- Hours:** Estimated one shift of 6 hours per week, alongside holiday cover.
- Wage:** £13.17 per hour.
- Holiday:** Accrued at a rate of 12.07% of hourly wage.

Overall Purpose

To work as part of The Broomhill Climbing Works staff team to provide a safe and welcoming environment for all customers. You will be the first point of contact for the company and will greet and welcome the public who visit the centre.

The post holder will provide high levels of customer service to ensure that all customers are accounted for by the systems in place, through accurate data completion and check-in.

To carry forward Broomhill Climbing Works ethos that “it’s nice to be nice” and ensure that during your time on shift you facilitate a positive climbing experience for customers.

The post holder will also be a point of contact for any customer who may require support in an emergency or in the event of a fire.

Benefits

Our staff receive free climbing at The Broomhill Climbing Works, The Climbing Works, and The Climbing Hangar, plus half price entry to The Depot, The Foundry, and Awesome Walls. Staff receive a 50% discount on products we sell at our site, and some discounts at The Climbing Works. Work uniform includes a Broomhill Climbing Works branded puffer jacket. All required training is provided, and opportunities are provided to learn setting and coaching.

Specific Duties and Responsibilities

- **Customer Service**
 - Being polite, cheery and helpful to all customers
 - Greeting every person who comes into the centre
 - Assisting, advising and serving all the customers
 - Taking customer queries over the telephone
 - Saying 'goodbye' when customers leave
 - When appropriate engage in small talk 'how was your climb' 'what are you climbing today'
- **Database**
 - Ensuring all members are booked into the database system
 - Charging customers the appropriate amount
 - Ensuring all the customers have the correct safety waiver filled out
 - Setting up passes and memberships correctly
 - Checking in clubs on the calendar
 - Adding to the waiting list
- **Reception**
 - Responding to emails in a prompt and professional manner
 - Keeping the reception and café area clean and tidy
 - When taking group bookings do so as the procedures set in place
- **Café**
 - Ensuring that café customers are provided for (serving hot drink/snack food)
 - Making sure café is stocked and tidy
 - Putting stock deliveries away in use-by-date order and kept tidy where they are stored
 - File paperwork correctly relating to deliveries that arrive
- **Shop**
 - Putting all shop sales through on Lightspeed as per the procedures in place
 - Letting the centre manager know if we are low or out of stock or items
 - File away shop stock delivery paperwork correctly
- **Safety**
 - Informing any new customers of our 3 main safety rules
 - Being a first point of contact in a first aid situation
 - Recording first aid incidents and reporting to centre manager when necessary
 - Reporting to management about anything you notice needs fixing or is deemed unsafe through Maintenance Slack channel
 - Doing regular floor walks around the centre and Unit E which include:
 - Making sure hard objects are off the mats
 - People are climbing a safe distance away from each other
 - No one standing in an unsafe place
- **Paperwork**
 - Ensuring all the other users of the centre have completed relevant forms
 - All forms need to be filed away correctly
 - Ensuring all paperwork is printed on the correct colour paper
- **Cleanliness**

- o Keeping the reception and café area clean and tidy at all times
- o Keeping the centre clean and tidy which include collecting dirty mugs, picking up rubbish etc.
- o Making sure clothes and tea towels are washed, dried and folded regularly so we do not run out
- **Opening- Up and Closing-Down**
 - o Follow correct opening up procedure
 - o Follow correct closing down procedure
 - o Ensure that Broomhill Climbing Works are secured as per locking up procedure
- **Misc**
 - o Correct uniform has to be worn at all time
 - o Support and assist with tasks delegated by management

General Responsibilities

- Attend staff team meeting when required.
- Attend any additional training as and when required.
- Attend staff reviews

Confidentiality

- The post holder will be expected to respect the confidentiality of Broomhill Climbing Works customers and adhere to the data protection and child protection policy as outlined in the staff handbook.
- The post holder must also keep passwords and door lock codes confidential.
- If the post holder is locking up Broomhill Climbing Works they must return the keys as per the agreed procedure.