



A dedicated, dynamic, social, community hub.

Role: Team Member/Instructor

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Location: Frome Boulder Rooms, Unit 3 and 4, Vallis Road, Frome, Somerset, BA11 3EN

Hours: Monday 4pm-9pm, Wednesday 9-5pm.

Pay: From £11.44-12.63* (Dependent on experience) *Active from April 2024.*

Overview.

Be part of something fun and exciting!

Frome Boulder Rooms is the areas only dedicated climbing wall, specifically tailored to bouldering. Within the 15,000 square feet of comfy space, it has a café offering delicious hot beverages and food, heaps of seating, not to mention the array of climbing on varying angles, for all ages and abilities.

Frome Boulder Rooms is an inclusive, active community space that promotes sport, active lifestyles, and general well-being. We aim to promote climbing as a sport and hobby and alongside creating a vibrant and different social space in Frome. On top of that, we provide an environment that engages people on a number of levels through a variety of dynamic, social, community events and activities.

Now proud to be in our third year, Frome Boulder Rooms complements the already vibrant town of Frome, and adds further good vibes to what is an amazing place to live.

We are looking for motivated, enthusiastic, and friendly individuals to join our team, be part of what has become a community of itself and grow with us!

We are keen on personal and career development opportunities, and we hope to grow our team with the business, whether this is the availability of more hours or new roles within the company. If you are interested in the role and don't have a climbing qualification, don't stress, we are able to provide in house training for successful candidates.

Staff benefits

- Free climbing for you and a +1* (Minimum number of work hours per month apply)
- Pension
- 22 Days Annual Leave (Pro Rata)
- Staff discount on shop and café products.
- Professional development with training and courses.
- Working with a friendly team in an exciting environment, where we will try our best to help you learn and grow within your role as the business evolves.
- On-site parking.

Job Summary

Our Team Members/Instructors will have an enthusiastic and friendly approach to their working life, a positive and professional attitude, work well in a team, deliver excellent customer service and the desire to be part of a small start-up company.

Hours

Working hours will include evenings, weekends and bank holidays, as these are likely to be our busiest times.

Responsibilities and Duties

- Being a responsive and friendly first point of contact for customers coming to use the centre.
- Have knowledge of all Frome Boulder Room's products and services to ensure customers are advised of the right product for their needs.
- Booking customers in and ensuring a smooth process during their check in.
- Answering the phone and emails and responding to customer queries and questions in a timely and informative manner.
- Ensure customers fill out the correct legal documentation prior to their activity.
- Responsible for keeping reception and working areas clean and tidy.
- Welcome and organise parties and groups coming in to use the centre.
- Assist the team to maintain high levels of cleanliness in the centre.
- Take payments, serve drinks and refreshments, and administer customer data.
- Be positive, friendly and deliver excellent customer service.
- Work within the team to ensure all visitors enjoy their time at the centre.
- Inspiring children and young people through delivering the National Indoor Climbing Award Scheme (NICAS)
- Enthusiastically and safely deliver various climbing sessions for all ages and abilities, including adult courses for beginners and improvers, kids clubs, parties and other group sessions/programs.

Essential Qualities

- Able to communicate clearly and politely, including verbally and in writing.
- Ability to work well in a small close-knit team.
- Ability to provide excellent customer service.
- Be friendly and demonstrate a professional attitude.
- Ability to use a computer and be literate in standard software packages such as MS Office.
- A high standard of personal hygiene with a neat and tidy appearance.

Beneficial Qualities

- Experience of climbing walls - as a customer, staff member or Instructor.
- Climbing qualifications such as CWI, SPA and First Aid training
- Enthusiastic about climbing!
- Excited to be adding to Frome's vibrant culture.
- Climbing qualifications.

The successful candidates will be work alongside the Duty Managers and General Managers.

How to Apply

If this sounds like a bit of you, is up your street and you're a keen bean, please send your CV and a covering letter outlining your suitability for the role by 8pm on 24th March 2024 to info@fromeboulderrooms.co.uk

We hope to hold interviews throughout the week commencing 25th March with the successful candidates ideally joining the team soon afterwards.