



Duty Manager Person Specification

	Criteria	Essential / Desirable	Assessment
1*	Management experience in a climbing wall, leisure, restaurant/cafe or retail facility ensuring the safe and positive experience of each customer	Essential	Application form and Interview
2	Good organisation and interpersonal skills – leading a team	Essential	Interview
3	Good communication skills both written and verbal	Essential	Application form and Interview
4	Awareness of H&S regulations and ability to understand the importance of these in a sports environment	Essential	Interview
5*	Experience using Microsoft Office and social media applications	Desirable	Application form and Interview
6	Commitment to undergo further training through operational requirements and personal staff development	Essential	Interview
7	Personal climbing experience	Desirable	Interview
8	Marketing skills & experience	Desirable	Interview
9	Possess a current first aid certificate	Desirable	Application form

Application Form – applicants are asked to provide evidence in the supporting statement box to demonstrate how they meet the criteria, especially those marked with an asterisk. The responses 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.