

RHINO BOULDER

Join the Team!

Position – Rhino Team Member

Role Overview

We are looking for two enthusiastic, energetic, and forward-thinking individuals to join our team on a casual, part-time basis.

As part of the Rhino Team, you will play a key role in supporting the Centre Management with the day to day running of the business. One of your biggest responsibilities will be to promote a good atmosphere in the centre for fellow team members and the community to enjoy.

Our Rhino team members will be the first point of contact for the visiting customers, and you will be required to provide an excellent customer experience and uphold our high standards throughout. You will be assisting the management team with a range of tasks throughout the centre.

You will work together with the team to help ensure all safety standards are met and provide all our visitors with a great service in the climbing centre as well as in the cafe. It's a varied role, and we promise you'll never get bored!

Full training will be given to ensure you are knowledgeable and confident in all operations in the centre.

The roles we are looking to fill are quite flexible, and successful candidates will be expected to work weekday evenings and weekends.

Other key tasks and responsibilities include:

- Managing reception including checking in visitors
- Taking bookings in person and over the phone
- Running instructed sessions
- Prep of light meals and drinks
- The opportunity to assist the route setting team will be offered to the right candidate
- Various other jobs / tasks to ensure the smooth running of the centre

Essential Skills and Personal Attributes

Rather than listing all the generic things you would see in a typical job advertisement like 'previous experience in a customer facing role, excellent time management, ability to problem solve etc, we would like you to tell us what you would be bringing to the team! Please include this in your cover letter.

Desirable Skills and Personal Attributes

- Previous experience in a climbing centre and / or instructing role
- Mountain Training Association instructor qualifications
- First Aid Certificate
- DBS
- Previous experience working in a café / hospitality
- Working with kids / adults / groups

Perks

- Free climbing at Rhino Boulder and most climbing Gyms in London
- Fun, inclusive, and supportive working environment
- Access to free or subsidised coaching / instructor qualifications
- Internal growth and career development opportunities available to the right candidate
- Access to free personal training
- Industry discount from various suppliers
- Café discount

How to Apply

If you think you have what it takes and are excited about the role you could play in our team, please get in touch and send your CV to bromleymgr@rhinoboulder.co.uk with a note explaining why you think you are a good fit for this role.

Deadline: Friday 14/03/25

Start Date: from 17/03/25 onwards

Equal Opportunities

In an ideal world all candidates will be climbers and have a background in the climbing industry, however, we also trust there are some very suitable candidates out there who don't but are keen and willing to learn.

Furthermore, research suggests that women, people of colour and people with disabilities are less likely to apply to jobs unless they meet every single qualification. At Rhino, we are dedicated to building a diverse, inclusive and authentic workplace. Therefore, if you're excited about this role but your past experience doesn't align perfectly with every skill / attribute / qualification in the job description, we still encourage you to apply.

The Rhino Team