

NEW BOULDERING FACILITY – CENTRE MANAGER

The Role

We're looking for an experienced manager with a passion for bouldering and community to join us as we prepare to launch a new bouldering centre in Penzance town centre in 2027.

This is an exceptionally exciting opportunity for a creative, business and community minded leader to help bring to life our vision, helping to plan the launch, recruiting and leading the team and developing a successful new centre.

You'll be responsible for creating an inclusive, welcoming and vibrant space for climbers of all levels, from first-timers to the seasoned climber. There will be a strong emphasis on community, youth engagement, grassroots development, including NICAS and building connections with the local climbing community as well as attracting visitors in the summer. You'll work to develop the best standards across all areas of the business in particular, customer service, team motivation and management. You will also have strong business development skills and the ability to monitor and report against agreed performance targets.

The Person

The right person will be energetic and proactive with experience in a similar management position. They should have a proven track record of growth and progression, strong team leadership and people-management skills, and the ability to drive business to success.

The manager will lead the daily operations, customer experience, safety standards, and development of our climbing programmes. You'll be instrumental in shaping the wall's identity, growing our community, and ensuring our routes, programmes, and events meet the needs of a diverse climbing audience. This an exciting opportunity to shape a brand new facility, crafting it into the premium centre it will be.

About us

The Penzance Regeneration Company CIC "PZRC" is a not for profit community interest company set up to manage assets and deliver projects funded by UK Government's Town Deal Fund. Its purpose is to bring growth and vitality to the town through its projects.

Our three projects were chosen and developed after extensive public consultation. As well as creating the bouldering gym, we are renovating two other town centre buildings, one to create a street food hall and training restaurant for local young people; and a second to create affordable apartments for local people to rent.

The Penzance Regeneration Company CIC

Company Number 14074474

Registered Office: Chapel House, 28a Chapel Street, Penzance, Cornwall. TR18 4AQ

About Penzance Bouldering

Penzance Bouldering is a £4.75m project to redevelop a redundant supermarket building on the main street in Penzance, creating a community owned and operated bouldering and functional fitness centre.

The centre is based over three floors including training areas, a children's area and general bouldering right on the high street in Penzance.

There will be 2 floors of state of the art bouldering walls designed by EP Climbing. The ground floor will be aimed at beginners, learners, families and children whilst the first floor will feature walls suited to more experienced climbers and will also have a training area. We will deliver classes, events and competitions as well as welcoming people who want to come in and climb independently.

The lower ground floor will be a functional fitness facility which will feature a large open plan exercise and activity space, complimenting the bouldering facilities. This area will also serve people from the wider community who want to improve their fitness and mobility as well as those interested in strength, conditioning and muscle recovery.

Key Responsibilities

- Oversee the day-to-day running of the centre, ensuring a safe, welcoming, and professional environment
- Lead and develop the team of staff, instructors, and route setters
- Manage route setting logistics, rotation schedules, and quality control
- Coordinate and deliver youth programmes, including NICAS and coaching
- Drive community engagement through events, competitions, workshops, and partnerships
- Ensure compliance with health and safety, safeguarding, and industry best practices
- Monitor operational budgets, membership and attendance figures (and agreed KPIs)
- Maintain customer service excellence and handle customer feedback
- Report to the board with performance metrics, issues, and development plans

Essential Requirements

- Proven leadership experience, working in a climbing centre or bouldering facility
- Experience managing or coordinating route setting schedules and quality
- Familiarity with NICAS and youth climbing development pathways
- Experience in staff supervision or team leadership
- Current First Aid certificate
- Understanding of risk management in climbing environments
- Strong communication and interpersonal skills

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- Organised, proactive, and able to work both independently and as part of a team
- Passion for climbing and a community-first mindset

Desirable Requirements

- NICAS Instructor or Course Director qualification
- Team management experience
- Experience launching a new facility or programme
- Route setting experience (ideally with formal training or certification)
- Experience planning and delivering climbing competitions or community events
- Coaching qualification (e.g. CWI, Foundation Coach, Development Coach)
- Mountain Training qualifications
- Familiarity with booking/membership software (e.g. Rock Gym Pro, etc.)
- Knowledge of safeguarding requirements in youth settings
- Community engagement experience

About the job

Job Title: Bouldering Centre Manager

Responsible to: COO, The Penzance Regeneration Company CIC

Key relationships: Community, Delivery partners, Directors

Salary: £38,000 plus, depending on experience and qualifications

Location: Penzance, Cornwall

Status: Full-time, approximately 40 hours/week including some weekends and evenings

Start Date: Early 2027

Perks & Benefits

- Free climbing membership
- Staff development and training budget
- Opportunity to shape a unique, new climbing venue from the ground up
- Discounted shop and café rates
- Supportive and community-driven work environment

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Join us to bring the centre to life as part of a revitalising town centre and as a bouldering, fitness and wellness hub at the heart of the community. If you're ready to make a real difference in a rewarding and exciting new venture, we'd love to hear from you.

How to Apply

Please email your CV and a cover letter – maximum 2 sides A4 – that sets out your suitability for the role to Mike Rabbitte at admin@pzrc.co.uk by midnight on 26th October 2026.

- We will only accept applications submitted by email
- No agency responses will be accepted
- This is an on-site role with no opportunity for remote working
- For an informal discussion about the role, please contact admin@pzrc.co.uk in the first instance and we'll get back to you

Key dates

Closing date Midnight, 26th October 2026

Interviews Week commencing 10th November 2026

We welcome applications from candidates of all backgrounds and experiences. Even if you don't meet every requirement but have relevant experience, we'd love to hear from you.

We are committed to your journey as a candidate and will provide any necessary support throughout the application process. If you require assistance in completing your application, or need the process to be adjusted, please don't hesitate to contact us.

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