

Wicksteed Park

Clip n Climb Instructor Job Description

Job Title: Clip n Climb Instructor

Responsible to: Activities Managers / Senior Instructor / Lead Instructor

Hourly Rate of Pay: £4.50- £7.83 (NMW)

Hours of Work:

- Due to the nature of the business the post holder will work their hours over a seven-day week. Hours will vary on a shift rota basis between the times of 9am and 10pm. However some flexibility may be required to meet business needs. Weekend working will be the norm as this represents some of our busiest times.
- It will be a requirement of the post holder to be available to work weekends, bank & statutory holidays and evenings when required.

Main Duties and Responsibilities:

We are looking for various instructors for our busy Clip n Climb Arena. You will ensure that the arena is running safely, smoothly and on time. You will be safety conscious and customer focused, interacting with the participants and enhancing their experience through positive engagement.

- Carrying out daily & monthly safety checks on climbing equipment.
- Ensuring the safe running of the Clip n Climb arena in accordance with risk assessments and operating procedures.
- Interacting and assisting with customers.
- Attend ongoing & successfully complete staff training and development opportunities wherever possible.
- Daily & periodical cleaning.
- Support the Activity Team & other duties when required.

Personal skills

- Confidently carry out duties at heights of up to 12 metres
- Bright, alert and safety conscious
- Deliver information to large groups of people
- Organised reliable and efficient
- Calm approach when working under pressure
- Able to demonstrate initiative and work unsupervised
- Open friendly manner with an ability to interact with a diversity of people
- Accuracy and attention to detail
- Willingness to be flexible and take on other duties in Wicksteed Park

Person Specification:

Specification:	Essential:	Desirable:
Qualifications	English & Maths qualification.	First Aid Qualification
Experience	Demonstrable experience of working within a leisure attraction.	Demonstrable experience in a related role. Demonstrable experience of dealing with a range of internal and external customers Demonstrable retail experience.

<p>Skills, knowledge and abilities</p>	<p>Ability to work without supervision.</p> <p>Strong commitment to health and safety.</p> <p>Good attention to detail and have high standards of customer service.</p> <p>Good communication skills.</p>	<p>Interest in outdoor/ adventurous pursuits.</p>
<p>Personal Qualities</p>	<p>Not afraid of heights.</p> <p>Strive to achieve the highest standards at all times.</p> <p>Punctual and Flexible - be willing to work as and when necessary including more than just minimum hours when required.</p> <p>Act as a good ambassador for the Park both on and off duty.</p> <p>Be friendly, honest and trustworthy.</p>	<p>Feel part of the Wicksteed team and develop a real passion for the long-term prosperity of the Park.</p> <p>Be prepared to work in other departments when the pressure is on.</p>

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company's business.

Signed.....

Dated.....

Print Name.....