

Job Description

Job title: Clip 'n Climb Lead Instructor (multiple positions)
Reporting to: Senior Management Team
Contract type: Permanent
Contracted hours: Various Shifts Available
Working pattern: Rota as and when required

Remuneration:

Age 25+	Age 21-24	Age 18-20	Age 16-17
£8.71	£8.20	£6.65	£4.85

Conditions: A six-month probationary period applies. The centre will be open Monday – Sunday from morning to evening. Applicants must be able to work on a rota basis including bank/public holidays and be flexible to meet business needs.

Key Purpose

The Clip 'n Climb Lead Instructor will be responsible for organising and directing 'clippers' within the climbing arena to ensure all customers receive a high level of customer service throughout their Clip 'n Climb experience. They will also ensure that the arena remains safe at all stages and all necessary safety and maintenance checks are carried out in line with company procedures. They will be the first point of contact should any issues or problems arise prior to, during or after a Clip 'n Climb session.

Main Responsibilities and duties include:

- Provide an exciting and fun climbing experience for all our clients supporting other staff to ensure we achieve this
- Responsible for organising, directing and motivating the staff within the climbing arena
- Deliver a safety briefing at the start of each session ensuring each participant is fully aware of all safety measures and associated risks with climbing
- Ensure all participants harnesses are fitted correctly before entering the climbing arena
- Responsible for clipping younger participants into the auto-belay system and assisting all other participants when required
- Ensure the safe running of the Clip 'n Climb arena in accordance with risk assessments and operating procedures
- Work in conjunction with the management team to review and improve policies, procedures and systems
- Work with the management team to develop on-going staff development and training
- Prepare set ups, dismantle and/or store equipment in the delivery of facility programmed services accordance with standard operating procedures and health and safety obligations

- Complete routine inspections of equipment and the area prior to use, report any defects and complete relevant administration documentation such as inspection logs as required
- Complete routine inspections of equipment and the area prior to use, carry out low level maintenance, report any defects and complete relevant administration documentation such as inspection logs as required
- Identify potential hazards, log and report all incidents/accidents in accordance with reporting procedures
- Ensure full compliance with Health and Safety requirements and legislation in accordance with the centres Policies and Procedures
- Maintain high standards in the cleanliness and presentation of all visitor areas, ensuring a quality visitor experience is consistently achieved
- Support the Café operation during busy periods including operating the till and serving food to customers and other support services as needed
- Understanding and supporting reception duties as and when required
- Undertake any other duties of a similar nature related to this post that may be required from time-to-time

This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.

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Personnel Specification

The Personnel Specification shows **essential** and desirable skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post.

Job Title: Climbing Lead Instructor

Factors	Essential Criteria
Qualifications and Experience	<ul style="list-style-type: none"> Minimum 1-year experience delivering a high level of customer service in a face to face environment
	<p>Desirable Criteria</p> <ul style="list-style-type: none"> Previous experience of delivering information/training to large groups of people 1 years' experience working in an influential role Previous experience working within the sports and leisure industry Previous climbing experience (full training will be provided)
Skills, Aptitude, Qualities and Behaviours	<p>Essential Criteria</p> <ul style="list-style-type: none"> Be confident working to heights of up to 10 metres Be comfortable working with the members of the public Confident communicating with large groups of people Good interpersonal skills Strong leadership traits Have good attention to detail Ability to coordinate staff in an effective manner Ability to motivate and develop staff skills Possess a positive 'Can Do' attitude Have an outgoing, enthusiastic and friendly manner Able to demonstrate initiative and work unsupervised Good organisational skills with ability to prioritise and multi task Willingness to be flexible and take on other duties in the centre

Knowledge and Understanding	Essential Criteria
	<ul style="list-style-type: none"> • An understanding of the work and vision of Employers For Childcare
	Desirable Criteria
Special Circumstances	<ul style="list-style-type: none"> • Knowledge of relevant H&S safety legislation that will impact on service delivery
	Essential Criteria
	<ul style="list-style-type: none"> • Ability to work flexible, unsocial hours including bank holidays, evenings and weekends. • This post is subject to a basic criminal record disclosure check. This will be applied for through AccessNI. • You must be resident in the UK and eligible to work.