

Job Description

Job title:	Clip 'n Climb Lead Instructor (multiple positions)
Reporting to:	Management Team
Contract type:	Permanent
Contracted hours:	Flexible (minimum 8 hours)
Working pattern:	Rota (includes evenings and weekends)

Remuneration:	Job Role/Age	23+	21-22	18-20	16-17
	Lead Instructor	£10.70ph	£10.30ph	£8.00ph	£6.00ph

Key Purpose

The Clip 'n Climb Lead instructor will be responsible for directing instructors and 'clippers' within the climbing arena to ensure all customers receive a high level of customer service. They will ensure the arena remains safe at all stages and all necessary safety and maintenance checks are carried out in line with company procedures.

Main Responsibilities and duties include:

- Provide an exciting and fun climbing experience for all guests
- 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
- Ensure the safe running of the Clip 'n Climb arena in accordance with risk assessments and operating procedures
- 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, carry out low level maintenance, report any defects and complete relevant administration documentation such as inspection logs as required
- Direct and motivate staff within the climbing arena
- Lead by example, ensuring customers always receive an exceptional experience with excellent standards of customer service
- Deal with enquiries, complaints and emergencies as required in a calm and professional manner and report to the Senior Managers
- Understand the Centre's Emergency Action Plans and Emergency Operating Procedures.
- Be one of the Designated Responsible Persons – person in charge for any emergency including First Aid Appointed Person and Fire Warden
- Assist the Senior Managers in the implementation and regular review of standard operating procedures
- Lead by example in maintaining excellent standards in the presentation of the centre, ensuring that all cleaning routines are carried out, whilst being reactive to situations as they arise

- Ensure the centre is a safe and welcoming environment for all and complies with all relevant Health and Safety legislation, Child Protection and Vulnerable Adults guidelines and best practice
- Identify potential hazards, log and report all incidents/accidents in accordance with reporting procedures ensuring appropriate investigations are carried out and records kept in line with relevant legislation
- Participate in regular staff training and development activities on company services, operating systems, processes and procedures and contribute to same
- Always comply with the organisation's Security & Confidentiality policy, ensuring the highest levels of information security, data protection and confidentiality

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

Personnel Specification: Clip 'n Climb Lead Instructor

Essential Criteria	Desirable Criteria
<p>Confident to work to heights of up to 10 metres</p> <p>Be physically capable to meet the demands of the role</p> <p>Confident in communicating with large groups of people and deal with challenging behaviour</p> <p>Good interpersonal skills with strong leadership traits</p> <p>Ability to motivate and coordinate staff effectively</p> <p>Flexible with the ability to work evenings, weekends, and bank holidays</p> <p>Willingness to be flexible and take on other duties as required</p>	<p>Previous climbing experience</p> <p>Experience with tying knots and managing ropes</p> <p>First Aid at work certificate</p> <p>Knowledge of relevant H&S safety legislation that will impact on service delivery</p> <p>An understanding of the work and vision of Employers For Childcare</p>

This post is subject to a basic criminal record disclosure check. This will be applied for through AccessNI. You must be resident and eligible to work in the UK.