

Climbing Instructor

JOB PROFILE

JOB TITLE:	Climbing Instructor
RESPONSIBLE TO:	Climbing Facilities Officer
SALARY:	£13,468
RESPONSIBILITY:	To assist in the effective provision of the day-to-day operations of the facility ensuring that all areas operate in accordance with the current N.O.P. (Normal Operating Procedure), E.A.P. (Emergency Action Plan) and Health & Safety legislation.
LOCATION:	The principal location of this post is the Climbing Wall, however the post holder can be utilised in any section of the facility where they are competent and/or qualified to do so.

JOB PURPOSE:

- To assist in ensuring that the facility is to an acceptable high standard in accordance with quality systems, prior to and during public opening times.
- To assist in ensuring the facility operates compliantly with all Health & Safety recommendations relevant at that time.
- To take a proactive role in the developing/selling of all areas in the facility.
- To assist in any way you can with the delivery of "Our Jigsaw" – Vision & Values, the FISH! Philosophy and any Total Quality Management initiatives/systems operating at any one time in the facility (Hospitality Assured, Investors in People, QUEST, ISO etc).

MAIN AREAS OF RESPONSIBILITY

PRINCIPLE RESPONSIBILITIES:

- To effectively deliver day-to-day provision for the operations within the facility.
- To ensure that the facility runs in accordance with the N.O.P. and E.A.P.
- To deliver the highest possible standard of customer service.
- To ensure that the level of cleanliness and hygiene within the facility is acceptable and meets the quality standards before, during and following operational hours.
- To ensure you understand and put into practice the Company's Health & Safety Policy.
- To ensure all equipment is kept in good working order and operates safely at all times.
- To ensure that any damaged equipment or building fabric is reported immediately.
- To attend training regularly and when requested to do so, attend meetings.
- To ensure you become familiar with the regular facility programme and plan ahead for the effective Climbing Wall bookings.
- To ensure you fully understand the requirements for Climbing Wall competitions and report any lessons learned for future consideration.
- To be responsible for the daily maintenance/cleaning of the Climbing Wall and surrounding area.
- To change routes on a regular basis.
- Any other duties that fall under the remit of the job.

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PERSON ATTRIBUTES:
• To be able to take ownership of the facility.
• To project and promote a positive company image.
• To work as part of a team and on your own initiative.
• To be willing to take instruction and guidance from colleagues within the team.
• Must enjoy interacting with people.
• Must be able to work shifts/unsociable hours and be flexible in approach.
• To have high personal standards.

Please note that this specification will be subject to ongoing review by the Head of Support Services and may alter in the future to reflect changes to the facility/market place.

PERSON SPECIFICATION	
ATTRIBUTES	ESSENTIAL The minimum requirements for the safe and effective post performance
EXPERIENCE	<ol style="list-style-type: none"> 1. Customer orientated environment. 2. At least one year's outdoor rock climbing experience (must have led severe graded rock). 3. An understanding of belayed systems.
EDUCATION & QUALIFICATIONS	<ol style="list-style-type: none"> 1. Single Pitch Award OR climbing wall award.
SKILLS & ABILITIES (General)	<ol style="list-style-type: none"> 1. Can work under pressure. 2. Can work on own initiative. 3. Team player. 4. Punctual. 5. Hard working and committed. 6. Sense of humour. 7. Committed to own fitness. 8. Problem solver.
SKILLS & ABILITIES (Post Specific)	<ol style="list-style-type: none"> 1. Excellent communicator. 2. Enjoys interacting with others. 3. Helpful. 4. Confident.
INTERPERSONAL & SOCIAL SKILLS	<ol style="list-style-type: none"> 1. Basic understanding of leisure provision.

* As the post holder may be required to travel during their working day they must have access to a vehicle on a day to day basis with appropriate insurance for business use (at their own cost).



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BENEFITS PACKAGE WITH INVERNESS LEISURE

Free access facilities at Inverness Leisure

Free immediate access to "High Life" card for part time and full time staff. Cards will then be extended to immediate members of your family living at the same address after completing 6 months employment.

** Variable hours contracts/Casuals will be required to work an average of 8 hours per week over a 13 week period (and maintain this) before they will be entitled to free access. In addition, the family option will not be available to variable hours/casual staff. There is a small tax implication which will be explained to you on joining.*

Final Salary Pension Scheme

You will automatically be entered into the Highland Council final salary pension scheme. You have the option to "opt out" of this scheme should you wish.

Childcare Voucher Scheme

The Company is registered with the government "Kiddi Voucher" scheme which has a potential saving to parents of £1,196 per annum. Employees who decide to join the scheme have an agreed amount deducted from their wages and receive vouchers instead of part of their salary. Employees save because they effectively swap part of their taxable salary for tax free childcare vouchers. For more information please visit www.kiddivouchers.com. If you want to join this scheme you will require Inverness Leisure's scheme number which can be obtained from Human Resources.