

# High Ropes Instructor

## Job Description

Reports to: Site Manager

Location: Heatherton Sports Park

Contract Period: To be decided

- Salary Minimum wage+ (depending on experience & qualifications)
- Working Hours A range of contracted hours are available. Weekend and bank Holiday work are standard working hours.

## Job Role

The instructor's role is to assist in successfully running the site and meeting targets. This may include any aspect of site operation including equipment, facilities, health and safety, customer care and administration.

To meet the requirements of the role, all instructors are required to pass Tree Tops Trail's in-house training program. You will be required to work at height and therefore need to meet minimum health and safety requirements to allow access to the site including being over 18 years of age.

Your duties may include instruction on any of the activities operated by Heatherton Sports Park.

## Main Duties and Responsibilities

### Site Management

- Maintain site structures, paths, fencing, gates etc in good serviceable order in accordance with company procedures
- Carry out site maintenance checks
- Record checks, serviceability and work required in the relevant folder
- Ensure all administration, documentation, logs and records are compiled, updated and stored as per company procedures
- Remove litter from the site and maintain Tree Tops cabin and all surrounding areas in good, clean and serviceable order
- Notify the Site Manager or Duty Manager of any site problems

### Health and Safety

At all times, and in accordance with company procedures and training:

- Comply with health and safety policy, measures and legislation

- Follow all Health and Safety procedures and safe systems of work
- Ensure your own safety and those with whom you are working
- Use equipment in a safe manner as trained
- Ensure the safe operation of the course
- Maintain the security of the site, cabin and equipment
- Ensure the safe operation of the course
- Assist with Risk Assessments and Method Statements where required
- Apply first aid when necessary appropriate to your skill level
- Report and record all accidents, significant incidents and rescues correctly
- Report all safety matters to the site or Duty Manager
- Carry out site checks during the daily and closing of the site and record any findings

### **Personal Protective Equipment (PPE)**

- Check PPE each time it is issued to and returned by a customer
- Fit and remove customers' PPE correctly
- Fit chest harnesses where appropriate
- Inspect and maintain site, PPE and other safety equipment, ensuring it is in good order
- Ensure site PPE is correctly serviced, reporting all faults where found
- Maintain the PPE and equipment records as required

### **Customer Service and Safety**

- Assist with customer enquiries & bookings
- Welcome customers and prepare them to take part on the course
- Ensure all Tree Tops participants:
  - Complete an acknowledgement / disclaimer form
  - Are fully prepared to take part on the course
  - Comply with company rules on height, weight, age, medical conditions, etc
- Demonstrate the safe system of operation on the course
- Instruct and brief customers in the safety procedures and the safe way of using the course
- Monitor every participant individually through the briefing stage and subsequent site
- Confirm participants' competence to continue beyond the briefing stage
- Patrol the course, which includes:
  - Ensuring all participants are safely conducting themselves
  - Assisting participants where necessary
  - Carrying out emergency drills in accordance with company directives and training
  - Ensuring all landing sites are dug and raked to the correct standard
  - Maintaining all records and registers including the daily log, daily report etc
- Do everything within reason to minimise customer complaints and maximise customer satisfaction

# Person Specification

## High Ropes Instructor

### Essential

1. Must be punctual, with a professional outlook, able to work under own initiative without supervision
2. Excellent interpersonal and communication skills and high standard of personal hygiene and appearance
3. Must be an enthusiastic team player and be able to work with other colleagues in a dynamic business
4. High energy levels with cheerful disposition and the ability to work under pressure
5. Must like working outdoors and have a good head for heights
6. Must be able to demonstrate attention to detail and follow company procedures
7. A 'customer comes first' attitude with drive and enthusiasm to achieve

### Desirable

1. Previous instructional experience
2. A climbing / high ropes background
3. Training background
4. Health & Safety experience