

Team Member Job Description

Job Title: Climbing Instructor and Multi Facility Role

Responsible to: Climbing Development Officer

Grade: 2

Job Purpose:

To provide a quality climbing instructional programme for all abilities and to support wider facility operations as required. To plan Climbing sessions so that individual needs can be met, by enhancing their experience and making the best progress with each child/adult in the programme

What's expected of you

We recognise that our team members are at the heart of everything we do. We want to ensure that we recruit the right people and develop them in line with our core values of People Centred, Ambitious, Respect, Team Spirit and Integrity. We believe that our core values are instrumental in the way we carry out our business and behave each day. The duties and how we expect you to carry out this role are listed under each of the following core values.

People Centred – People are at the centre of everything we do

You will:

- Create a great experience for customers and your team members
- go the extra mile to help a customer or colleague in your own or another team
- Plan and prepare climbing sessions including lesson planning and evaluation.
- Delivering safety briefings and activity demonstrations and responding to customers questions and enquiries in a friendly and efficient manner.
- Support facility operations by performing lifeguard duties, gym floor walking and supporting the delivery of Holiday Clubs.

Ambitious – Pushing ourselves to be at the top of the game every time

You will:

- learn and develop new skills to maximise your potential
- To deliver a good quality climbing programme, targeted at developing climbing skills from preschool through to Adult.
- bring your ideas to your manager on how we can do things better whether it's something to improve you, your team or the wider business
- assist in the marketing and promotion of Active Stirling's programmes and projects
- Develop your own skills by completing a lifeguard and or Level 2 Gym qualification to support facility operations when you are now teaching.

Respect – Everyone counts

You will:

- treat others as you'd like to be treated and be mindful of their opinions
- To monitor and assess the development of children. Remaining responsive to their needs in order that they may be encouraged to their ability, and progress through the

programme levels. • To advise and answer parent enquiries in relation to their child's development and programme in a constructive manner. • To be available to provide cover for classes for holidays/sickness where possible • Act appropriately in emergency situations, including the provision of first aid and following the procedures and reporting arrangements.
Team Spirit – By working together, we work better
You will: • be a true team player displaying a positive attitude and cooperation • welcome new team members and help them with anything they're unsure of • contribute to the development plans and work programmes of the Climbing Development Officer in all aspects of sport and physical activity • Be an integral part of the chain of communication between management and the team making sure they're all up to date with business news. • To assist in the promotion of the Climbing Programme and other Active Stirling programmes if required. • Support the delivery of the holiday club by providing climbing lessons to participants and providing Holiday Club activity cover if required. • Support with the delivery of Active Stirling's Outdoor Programme where required.
Integrity – We do what we say we'll do
You will: • be honest and trustworthy in all that you do, following through on all tasks given to you • Develop yourself to work better together within your team and with the wider business making sure to support colleagues in all that they do. • be responsible for the appropriate use of climbing equipment in accordance to operating procedures • Maintain appropriate and up to date qualifications. Update training through training site • Continuing commitment to professional development keeping up to date with recent trends in climbing and other development opportunities. • Report on the condition of equipment and facilities in order that quality standards and safety are maintained.. • To be fully conversant with and ensure that all health and safety requirements and procedures are adhered to.
These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may be expected to undertake.
Working Hours
Working a variety of shifts typically 5 days over 7 days to cover facility opening hours from 8m to 9pm
Additional comments
Every job description in the organisation will be subject to a review either: • on an annual basis at the time of the annual appraisal meeting, or • as a result of a change in strategic direction, or • as a result of a team/ operational requirements, or • as a result of agreed performance appraisal needs and objectives, or • within six months of appointment.

Personal Profile

Experience & Qualifications:

- Rock Climbing Instructor or Climbing Wall instructor qualification
- Coaching/teaching skills
- Knowledge and experience of NICAS Climbing Qualifications.

Skills and Personal Qualities:

- Excellent planning and organisation skills
- Excellent communication skills
- Self-motivated
- Ability to motivate class participants
- Flexible approach to working hours
- Great personal skills
- Ability to work alone and as part of a team/on own initiative
- Good team player
- Excellent time management skills

Job Dimensions:

Commercial
Programming
Manager

Climbing Development Officer

Climbing Instructors