

JOB INFORMATION & JOB DESCRIPTION

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| JOB TITLE: | High Wire Instructor (Altitude 44), SKEGNESS | Date: March 2024 |
| PURPOSE OF JOB: | | |
| Our High Wire Instructors are employed to deliver a fabulous and exhilarating activity experience. They are required to continually exhibit a friendly and helpful manner; always smiling whilst working with their team colleagues in order to ensure that every customer experience is fantastic so as they visit us time and time again. High Wire Instructors are expected to convey warmth, enthusiasm, reassurance and safety support thus creating an exciting adventure activity... all part and parcel of living a great life! | | |
| Hours of Work: | Full time, part time & casual hours available. This position includes evening, weekends & Bank Holidays. | |
| Responsible to: | Duty Manager on a daily basis, ultimately Operations Manager. | |
| Team Relationships: | Work base venue colleagues, customers, and the wider company operational staff teams. | |
| Main terms & conditions of employment: | £9.18 - £11.44 per hour (dependent on Age) + rolled-up holiday pay. You will also benefit from some of the best terms and conditions in the local leisure field including free use of Magna Vitae's fitness suites and swimming pools, and other discounted staff benefits. | |
| Special Requirements: | <p><u>EQUALITY & DIVERSITY:</u> The post holder is required to carry out their duties in a way that supports Magna Vitae's Equality & Diversity Strategy.</p> <p><u>HEALTH & SAFETY:</u> The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions. All actions must be conducted in accordance with Magna Vitae's Health and Safety Policy & Commitment Statement.</p> <p><u>SAFEGUARDING CHILDREN & ADULTS:</u> Magna Vitae have a duty to promote the welfare of and safeguard of children & adults at risk. The post holder is required to comply with the company Safeguarding Policy.</p> <p>An enhanced DBS check is required for this position.</p> | |
| Work Locations: | Altitude 44, Grand Parade, Skegness, Lincolnshire, PE25 2UG. | |
| Type of Contract: | Full time, part time & casual seasonal contracts available with the potential to extend through winter. | |

The activities described below may be varied from time to time to meet the needs of the company. The following duties are not exhaustive but merely indicate the work range and core content of the post. The post holder may be required to undertake further relevant duties. The duties are not arranged in priority order.

KEY DELIVERABLES:

- To serve every customer in accordance with expected service standards.
- To deliver outstanding customer service at all times.
- On occasion to act as a Receptionist, creating a first impression, meeting & greeting custom.
- To use the EZ Runner (customer booking system) in order to efficiently check in new customers and welcome all clients appropriately.
- To educate & induct customers to competently participate on the high / low wire course.
- To instruct & educate custom in safe practice whilst using Altitude 44.
- To continually ensure both the safety of staff and customers within the facility.
- Occasional use of tills and cash handling.
- To generally assist in keeping the facility and ancillaries tidy by routinely emptying bins, cleaning toilets etc.
- To assist with facility maintenance; performing basic craftsmen skills in wood &/or steel in accordance with current health and safety regulations. The completion of small running repairs when necessary.
- To be knowledgeable about climbing / working at height & answer customer queries in a timely and polite fashion.
- To perform a rescue whilst working at height in a safe, efficient and effective manner.
- The post holder must, at all times, carry out their duties to comply with current policies, financial regulations, employee code of conduct, procedures and constitution of the employer.
- Carry out work in a safe manner in accordance with the current MV Health & Safety Management System.
- To undertake training & development (CPD) as required.
- To undertake any further duties which may from time to time be required of the post holder and are commensurate with the responsibilities of the post.

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PERSON SPECIFICATION

Candidates are required to explain how they meet each of the following criteria. This should be done using the blank section of the application form.

As well as using relevant experience gained from present or previous employment, you can also draw on any skills from community or voluntary work, leisure interests and the home.

For each requirement please also state how you have gained the skills and experience necessary to do the job.

Remember - Assumptions will not be made about the skills and experience you have. If you do not tell us, we do not know. The company may use appropriate testing as part of the selection process.

| JOB REQUIREMENTS & KEY CRITERIA | | Essential/ Desirable |
|--------------------------------------|--|-------------------------|
| Experience | Previous climbing experience & knowledge is desirable but not essential as full training will be provided by | D |
| | Working under pressure in a busy customer service environment | D |
| | Self-motivated, good work ethic. Flexible approach. | E |
| | In Teaching, Instructing, Leadership & Coaching (social support). | D |
| | Working to minimum service standards of presentation & cleanliness within a high quality customer service establishment. | E |
| Skills | Well presented. Friendly & approachable. Proud to wear MV uniform. | E |
| | Strong interpersonal and communication skills. Ability & joy to work with people. | E |
| | Good command of the English Language. | E |
| | Physically fit. Teamwork. Punctual, reliable & committed. 18 years +. | E |
| | Take responsibility for others' safety and welfare. Working at height confidently & competently. | D |
| | Proven ability to remain calm in a very busy working environment. | E |
| | Positive attitude & eagerness to share the love of climbing. | E |
| | Cares about the product, team members & customers. Professional at all times. | E |
| | Ability to use initiative & multi-task. | E |
| Knowledge | Sound awareness of Health & Safety (working at height specifically). | D |
| | Working knowledge of cash handling & till systems. | D |
| | Genuinely interested in the climbing business. | E |
| Qualifications & Training | Must possess the right to work in the UK. | E |
| | Educated to GCSE level (Maths & English) or equivalent. | D |
| | Work at height or Climbing trained - Training will be given. | D |

FURTHER INFORMATION ABOUT MAGNA VITAE

As a Charitable Trust our mission is to provide an extraordinary range of cultural, leisure and health related facilities and services that allow local people to lead a great life.

We will develop and sustain a thriving and successful culture and leisure business that encourages innovation and expansion to maximise the opportunities for the community we serve. We are regulated by both the Charities Commission and Companies House, with any profits we make being re-invested to continually develop and improve services for the people of East Lindsey.

Magna Vitae is a Partner to East Lindsey District Council which provides significant financial support for the work we do.

Our VISION is to improve the wellbeing of our community, enabling people to live great lives.

Our MISSION is to clearly demonstrate proactive and innovative leadership that will generate positive change in the areas of social and economic inequality. We are committed to empower local people by reaching out with humanity and compassion.

- **We are in this together**
- **We embrace change**
- **We are always learning**
- **We celebrate differences**

As a growing company we are looking to recruit talented people to join our established teams. We will provide you with the opportunity to develop your skills to ensure that you have the best industry leading knowledge so that, as opportunities arise, you can further your career within Magna Vitae or the culture and leisure industry as a whole.

You will also benefit from some of the best terms and conditions in the leisure field including a competitive salary; a generous employer pension scheme; and free use of the company's fitness suites and swimming pools. We look forward to receiving your application.