

Job Description

Climbing Instructor

Job Title: Climbing Instructor

Department: Newark & Sherwood

Responsible to: Climbing Centre Manager

Location: YMCA Newark & Sherwood, Community & Activity Village, Lord Hawke Way, Newark on Trent, NG24 4FH

Hours: 37.5

Salary: £20,000

Job Purpose

- Supervising use of the Climbing Centre, including climbing walls and Clip and Climb area for all visitors.
- Delivering and leading various climbing sessions for all ages and abilities, ensuring an exceptional visitor experience.
- Following Health & Safety procedures and YMCA Newark & Sherwood policies and procedures at all times and attending training where required.
- To support the development of an organisational culture that puts our Christian Core Values - Caring, Honesty, Respect and Responsibility - at the centre of all we do.

Principal Responsibilities

- Ensuring that all climbers have completed/obtained the necessary pre-session requirements (competent climber, parental consent form etc).
- Maintaining the highest customer service standards, resolving customer service problems and complaints where necessary.
- Answering customer queries in a courteous, timely and welcoming manner.
- Ensuring all equipment is in safe working order and any damaged equipment is reported to the Climbing Centre Manager and/or Facilities Team as soon as possible.
- Actively engage with customers to promote the Climbing Centre Facilities and membership offering.
- Contribute feedback and ideas to the Climbing Centre Manager to enhance YMCA Newark & Sherwood climbing Centre.
- Ensuring the Climbing Centre is clean and tidy for visitors.
- Deal with accidents and incidents as they arrive, recording appropriately.
- Supporting the Climbing Centre Manager with any additional tasks deemed necessary.



Responsibilities of all YMCA staff, casual workers and managers

1 Ambassador for the YMCA

To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA's core values, mission, vision, and ethos and to positively and proactively protect the YMCA's reputation.

2 Other duties

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

3 Discretion to act

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive Officer directly or through an appropriate manager.

4 Relationships and confidentiality

To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality will be treated seriously and may lead to dismissal.

5 Association ethos

To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

6 Health and Safety

To adhere to the Association's Health and Safety policies.

Line Management Responsibility:

No direct line management, informal supervision of casual workers, apprentices, work experience placements and volunteers may be required.



PERSON SPECIFICATION

Please ensure that you address all the requirements marked with an “A” in the final column as we will be looking for this information when Shortlisting. Please note relevant qualifications will be checked at interview.

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Area	Criteria	How Assessed*
Experience	1.1 Experience of working in the climbing wall industry. (Desirable)	A, I
	1.2 Extensive climbing experience.	A, I
	1.3 Experience of taking a pro-active approach to customer service and handling queries.	A, I
	1.4 Experience of working with people from diverse backgrounds.	A, I
	1.5 Experience of delivering high standards of customer service.	A, I
Knowledge	2.1 Operational knowledge of climbing centres.	A, I
	2.2 Practical knowledge of Health & Safety and risks to climbing centres. (Desirable)	A, I
	2.3 Broad knowledge of climbing best practice and current industry standards.	A, I
Education/ Training / Qualifications	3.1 Relevant Climbing Instructor Qualifications.	A, I, D
	3.2 First Aid Qualification	A, I, D
Skills & Abilities	4.1 Good communication skills.	A, I
	4.2 Ability to work as part of a team.	A, I
	4.4 The ability to deal with an emergency with calmness and authority	A, I
	5.1 Ability to support the Christian core values of the Association	A



Other work related requirements	5.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service <u>OR</u> hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the DBS Update Service	A
	5.3 Ability to understand the needs of people from diverse cultural, social and racial backgrounds	D
	5.4 Willingness to work unsociable hours including evenings and weekends.	A, I

*When Assessed – (A) on Application form, (I) At Interview, (T) During Test, (D) From Documentary evidence e.g. references, qualifications (relevant qualifications will be checked at the interview stage), driving license etc

YMCA Newark & Sherwood is committed to promoting diversity and practicing equality of opportunity.

YMCA Newark & Sherwood is committed to the protection of children and adults at risk.

