

Evaluation Date	07/06/18
Grade	12

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Clip and Climb Assistant</b>	<b>Reports to:</b>	<b>Clip and Climb Supervisor</b>
<b>Department:</b>	<b>Operations</b>	<b>Location:</b>	<b>Clip and Climb EICA</b>
<b>Work Pattern:</b>	<b>Shifts including evenings &amp; weekends</b>	<b>Contract Status:</b>	<b>Permanent</b>

### BACKGROUND

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

**welcoming** all,  
each one of us **caring** about what we do,  
being **passionate** about how we do it,  
and feeling **proud** of what we achieve

### JOB PURPOSE

Welcome every participant to Clip and Climb, conduct safety checks, deliver pre-activity briefings and coordinate sessions to ensure customers' safe participation in the facility so that they have an enjoyable experience in a clean, safe and fun environment.

### KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
<ol style="list-style-type: none"> <li>Ensure the delivery of a great customer journey to every customer to Clip and Climb through: <ol style="list-style-type: none"> <li>Welcome and brief customers to the activity</li> <li>Support and interact with them during the session</li> <li>Observe and ensure safety at all times</li> <li>Signposting customers to 'what next' to stay active with EICA and EL</li> </ol> </li> <li>Ensure that the clip and climb area, including the elements, is kept safe, clean, free from litter and well maintained. This includes carrying out regular safety inspections and</li> </ol>	<p>80%</p> <p>20%</p>

audits (daily, weekly and monthly) and maintaining up to date Health and Safety records.	
3. Carry out required maintenance during close weeks i.e. belaying or self-belaying to remove and replace holds, safely use hoists to transport autobelay from the ground back to the top of the walls	

<b>RESPONSIBILITY FOR RESOURCES</b>	
<b>Responsibility for staff:</b>	Nil
<b>Salary bill for all staff reporting:</b>	Nil
<b>Responsibility for finance and level of financial control:</b>	Nil
<b>Responsibility for Physical Resource:</b>	Clip 'n' Climb staff have a shared responsibility for the Clip 'n' Climb Arena, including the elements and associated equipment for the activities.
<b>Responsibility for Data and Information:</b>	<ul style="list-style-type: none"> <li>Information as supplied by the customer during the booking process</li> <li>Complete daily/weekly/monthly safety audits using electronic system on iPod</li> </ul>

## **GUIDELINES AND EXPECTATIONS**

<b>Authorities &amp; Limitations</b>
<ul style="list-style-type: none"> <li>Monitor and control the activity of customers within Clip 'n' Climb and surrounding area.</li> <li>Respond to and deal with customer enquiries directly. Should you require support you will have access to a supervisor/manager for assistance.</li> <li>Keep a regular check on department resources ensuring stock levels are maintained (e.g. slide wristbands, harnesses, tapes etc.). Inform your supervisor when supplies are running low or if equipment is damaged and in need of repair.</li> <li>Apply the Clip 'n' Climb session guidelines to assess when extra customers may be allowed to book into a session, or be allowed late access, without compromising the overall safety or customer experience.</li> <li>Identify which adults can safely be allowed to support their children during a session.</li> <li>Keep sessions to schedule to ensure they don't run over and all activities are planned within timescales</li> </ul>

<b>Communication &amp; Representing The Organisation</b>
<ul style="list-style-type: none"> <li>Interact with customers to create a fun and lively experience for them, getting involved through demonstration and encouraging friendly competition between participants.</li> <li>Keep sessions moving fluidly to reduce the amount of waiting time as customers move around the various elements and paid extras (e.g. vertical drop slide)</li> </ul>

- You will deliver safety briefings and activity demonstrations to large groups and make sure that they understand it and answer any questions they may have
- Converse with customers with medical or additional support needs, sharing information with the team and modifying the activity where necessary/practical
- Act as an ambassador for your venue, keeping up to date with all activities and promote campaigns or events that are taking place in your centre
- Actively sell EICA to Clip and Climb customers by suggesting next steps into the arena, such as taster sessions, family/adult start-ups, refresher courses, using 10% discount vouchers where applicable
- Communicate effectively with your colleagues throughout EICA
- Keep up to date with all corporate and venue communications through email, department handover, staff meetings and staff correspondence
- Attend training as requested by your manager

### **Safeguarding Our Customers**

- Insert the normal LA level statement in here.
- Ensure participants comply with the T&C of the booking
- Successfully complete wall rescues as detailed in training and local operating procedures.

### **Problem Solving**

- Liaise with other colleagues for solutions to unexpected problems such as more people than anticipated turning up for a session
- Determine how to best modify the activity in order to support participants and their specific needs
- Take action to address any safety concerns to determine what course of action is appropriate to resolve that situation safely
- Use judgement to assess staffing levels on the floor to determine how the team works effectively to deliver the session

### **Impact On Organization**

Your role is to deliver a great experience for customers, ensuring children and adults alike have fun, stay safe and return to Clip 'n' Climb or take their next steps into the main EICA arena.


### **JOB DEMANDS**

#### **Physical**

- This is a physically-demanding role and a good level of fitness is required. A lot of time is spent standing, walking and climbing. The job holder must adjust harnesses in every session, and support customers to clip onto lines.
- You must be able to climb all activity elements in order to demonstrate, retrieve equipment or carry out rescues.

<b>Mental</b>	<ul style="list-style-type: none"> <li>You must remain alert and vigilant at all times to be able to notice and respond quickly to all situations (e.g. customers climbing without being clipped in).</li> <li>You should be calm in what is often a busy environment.</li> </ul>
<b>Emotional</b>	<ul style="list-style-type: none"> <li>Working with the public is rewarding but you will have to be able to deal with a range of behaviours, dealing with different situations in a calm and professional manner</li> <li>Carrying out rescues can be emotional for those involved. You must remain calm and composed in order to deal with emotional customers and carry out rescues.</li> </ul>
<b>Environmental</b>	<ul style="list-style-type: none"> <li>The environment for Clip 'n' Climb can be extremely cold in the winter (average 10C in winter). Appropriate PPE is provided.</li> <li>The job involves working at heights (up to 10m) on a regular basis and you will be adequately trained in order to carry out tasks safely.</li> </ul>

## PERSON SPECIFICATION

Factor	Essential	Desirable
<b>Qualifications and Attainments:</b>	<ul style="list-style-type: none"> <li>Secondary school education, with Maths and English</li> <li>Ability to complete the half day start-up climbing course. Must be signed off as competent.</li> <li>Attend 3-hour wall rescue training every six months in order to maintain competence.</li> </ul>	
<b>Knowledge and Experience:</b>	<ul style="list-style-type: none"> <li>Ability to communicate effectively with a wide range of people.</li> <li>A desire to work with a cross-mix of people including adults, children, young people and those with additional needs</li> <li>A willingness to learn and develop within your role</li> </ul>	<ul style="list-style-type: none"> <li>Previous knowledge of working with children and young people</li> <li>Previous experience in climbing</li> <li>An interest in climbing or youth activities</li> </ul>
<b>Additional Requirements (e.g. competencies):</b>	 <p><b>ESSENTIALS</b> Leadership by Everyone</p> <ul style="list-style-type: none"> <li>High energy, highly motivated individual, who can engage and enthuse others</li> </ul>	

<b>DISCLOSURE/PVG REQUIREMENTS</b>
Basic

**I have read and understand this job description and I am clear about what is expected of me in this job.**

**Signed .....**      **Date .....**