

# Job Description and Person Specification

Job Title	270 Activities Supervisor	Job Code	
Created Date	Nov 22	Date Issued	
Created By	Mark Chamberlain		
Reporting To (Job Title)	Activities Chief Operating Officer		
Purpose of Role	Delivering activity events for 270 Climbing to ensure we deliver the best, on and off-site activity offers in the country, putting smiles on faces. Managing the team in line with our values, ensuring we are the best at what we do.		
Working Pattern	With this seasonal role, you'll be flexible, adjusting your working pattern and day length as required with the seasonality of the business. Although there will be core time during our peak season, including early mornings, evenings and weekends, and some overnight stays (Mobile), there will be more flexibility during the off-peak time.		
Key Duties and Responsibilities	<ul style="list-style-type: none"> <li>• Be an ambassador for 270 Climbing ensuring the team deliver a best-in class experience for the customers. Aim to be the named person on any experience reviews.</li> <li>• Responsible for the teams, performance, presentation(uniform!) game face and welfare.</li> <li>• Adhere to all H&amp;S procedures and daily / monthly checks - completing all necessary paperwork. Highlight and feedback and issues / defects promptly (suggesting a solution if practical)</li> <li>• Communicate with the site team - requesting assistance if required - take ownership for incidents or issues.</li> <li>• Promote / up-sell additional activities &amp; follow-ons as appropriate and in line with marketing campaigns e.g. Freefall, return visits etc</li> <li>• Notify the Line Manager of any Incident and course of action required</li> <li>• Engage directly and/or indirectly capturing shareable moments, if possible, for social media channel (make sure we take a photo of anything worth talking about!) Forward to relevant person to use.</li> <li>• Act as Duty Manager for the site as required, taking responsibility for the 'On the Day' activities, team, and site.</li> <li>• To carry out all Keyholder responsibilities within the company security policy.</li> </ul> <p><b>High Ropes Activities &amp; Tower</b></p> <ul style="list-style-type: none"> <li>• Responsible for ensuring the team deliver all safety briefings and competency assessments to all customers prior to them embarking on the main high ropes course.</li> <li>• Ensure the team are assessing all customers to direct them to embark on suitable courses within their ability, directing as necessary to ensure smooth running of the courses.</li> <li>• Ensure the team are following all procedures to ensure high ropes are delivered to the highest standard of safety and in line with 270 requirements.</li> <li>• Act as the 'Final Say' for competence assessment for customers and monitor numbers on the courses ensuring the maximum is not exceeded.</li> <li>• Provide rescue cover for the High Ropes course as directed on the rota - being fit, available &amp; contactable when on duty</li> </ul>		

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	<ul style="list-style-type: none"> <li>• Direct other High Ropes team members to assist where necessary following the 270 high ropes rescue procedure.</li> <li>• Oversee all necessary actions to ensure tower, equipment and kit-store are maintained to a high standard and are rubbish / dirt free, in line with company expectations. All areas should be left in a 'ready to go' fashion.</li> </ul> <p><b>Mobile</b></p> <ul style="list-style-type: none"> <li>• Be the key point of contact at events - managing the relationship with the on-site organiser onsite before &amp; after the event, feeding back any comments or suggestions.</li> <li>• Responsible for the performance, presentation(uniform!) game face and welfare of all team members working with you, ensure they understand the travel arrangements and are briefed and allocated tasks &amp; breaks on the day.</li> <li>• Take ownership for ensuring you have everything you require to deliver the event, directions access, operating requests etc.</li> <li>• Follow all procedures to ensure events are delivered to the highest standard of safety and in line with customer requirements.</li> <li>• Follow all procedures for delivery, erecting and dismantling of activities, ensuring they operate safely.</li> <li>• Ensure the activity only operates within the agreed limits, dynamically risk assess, empowered to pause, and re-assess if needed.</li> <li>• Provide active feedback to ensure events are delivered in line with company expectations.</li> <li>• Report any issues or concerns to your line manager promptly either during or just after the event if unable to resolve in person.</li> <li>• Undertake all necessary actions to ensure vehicles, equipment and storage unit are maintained to a high standard and are rubbish free, in line with company expectations. All vehicles and equipment should be left in a 'ready to go' fashion so that it can be taken on the next hire.</li> <li>• Adhere to the driver job description when driving mobile activities vehicles &amp; trailers</li> </ul>
Other Duties	<ul style="list-style-type: none"> <li>• Assist with other work activities as appropriate within 270 Climbing.</li> <li>• Attend meetings and training initiatives at other locations as required</li> <li>• To undertake any other duties as reasonably required within your competency.</li> <li>• Complete annual rescue course &amp; assessment</li> <li>• Provide ongoing DBS clearance.</li> <li>• To adhere to the company driver policy when using company vehicles</li> <li>• To adhere to all policies and procedures.</li> <li>• To undertake any training and development activities at the request of your line manager, as required.</li> <li>• To always take care of your own safety and the safety of others by complying with the Health &amp; Safety Policy at all times.</li> <li>• Represent the company in a professional manner at all times</li> </ul>
Performance Measured By	<ul style="list-style-type: none"> <li>• KPI Scheme</li> <li>• <b>Customer Feedback</b></li> <li>• Annual Appraisal</li> <li>• Quarterly one to one's</li> <li>• Performance assessments and audits</li> </ul>

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Person Specification	E	D	How is this identified?
<b>1. Qualifications &amp; Experience</b>			
Experience in working with others	✓		Application
Events / outdoor or other relevant experience		✓	Application/Interview
GCSE (or equivalent) in English and Maths		✓	Application
Experience managing / directing teams	✓		Application/Interview
Direct experience of working in a seasonal industry		✓	Application/Interview
Experience working with groups - public / schools		✓	Application/Interview
Full valid Driving Licence	✓		Application
Experience of H&S procedures		✓	Application/Interview
Experience of working in environments with safeguarding procedures		✓	Application
Experience of providing Accessible services for those with additional needs.		✓	Application/Interview
Used to Working under Pressure	✓		Application
Knowledge of activities / events		✓	Application/ Interview
Experience of climbing / high ropes		✓	Application/Interview
Events or other relevant industry experience		✓	Application
Used to working outdoors		✓	Application
<b>3. Skills &amp; Behaviours</b>			
Expressing confidence in own ability to select the correct course of action, standing by own decisions, and taking responsibility for them		✓	Interview
Proven supervisory traits	✓		Application/Interview
Providing others with clear directions to ensure appropriate standards are met		✓	Interview
Ability to communicate effectively to a diverse range of audiences, Public & Educational	✓		Interview
Comfortable working at Height	✓		Interview
Committed and proactive approach to personal development, motivated to learn new skills and seek new challenges		✓	Application/Interview
Demonstrable time management and prioritization skills	✓		Interview
Confident person who works accurately under pressure	✓		Interview
Commitment to learning in the outdoor environment	✓		Application/Interview
Following safety rules and regulations, using recommended working procedures, organisational policies, and regulations	✓		Interview
Enthusiastic and a positive work attitude	✓		Interview
Accepting direction without unnecessarily challenging authority	✓		Interview
Delegating work within a team based on their abilities and the resources available	✓		Interview
Monitoring own progress against deadlines and milestones		✓	Interview
Organise resources - use of available people, equipment to run an activity		✓	Interview
Identifying priorities and actions to deliver activity		✓	Interview