

Job Description and Person Specification

Job Title	270 Activities Team Member		Job Code	
Created Date	Nov 22	Date Issued		
Created By	Mark Chamberlain			
Reporting To (Job Title)	Activities Chief Operating Officer / Mobile Event Manager / 270 Supervisor			
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 activity 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 to match the profile 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"> • Be an ambassador for 270 Climbing ensuring we deliver a best-in class experience for the customers. Aim to be the named person on any experience reviews. • Responsible for your performance, presentation(uniform!) game face and welfare. • Adhere to all H&S procedures and daily / monthly checks - completing all necessary paperwork. Highlight and feedback and issues / defects promptly (suggesting a solution if practical) • Communicate with the site team - requesting assistance / incidents or issues • Promote / up-sell additional activities & follow-ons as appropriate and in line with marketing campaigns e.g. Freefall, return visits etc • Notify the Duty Manager of any Incident and course of action required • 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. <p>(High Ropes) Ropes Course & Tower</p> <ul style="list-style-type: none"> • Responsible for ensuring all safety briefings and competency assessments are completed satisfactorily by the customers prior to them embarking on the main high ropes course. • Ensure all customers are embarking on suitable courses within their ability, directing as necessary to ensure smooth running of the courses. • Act as the 'Final Say' for competence assessment for customers and monitor numbers on the courses ensuring safe limits are adhered to. • Follow all procedures to ensure high ropes are delivered to the highest standard of safety and in line with 270 requirements. • Provide rescue cover for the High Ropes course as directed on the rota - being fit, available & contactable when on duty • Direct other High Ropes team members to assist where necessary following the 270 High Ropes rescue procedure. • Complete all necessary incident paperwork as applicable. • Undertake 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. 			

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	<p>Visitor Welcome / Reception</p> <ul style="list-style-type: none"> • Provide a seamless welcome to customers. Ensure they are booked onto the booking system and directed to the respective activities. • Be a key information provider as the first point of contact for our customers - spotting issues and looking to find solutions, escalating where necessary. • Follow all company procedures for security, cash handling & processing. • Deliver the food offer - complying with the company food safety policy. <p>Mobile</p> <ul style="list-style-type: none"> • Working with the Mobile Event Manager, ensure you have everything you require to deliver the event. Ensure you understand the travel arrangements and are briefed and allocated tasks & breaks on the day. • Be a point of contact at events to ensure we deliver a best-in class experience • Follow all procedures to ensure events are delivered to the highest standard of safety and in line with customer requirements. • Follow all procedures for delivery, siting and dismantling of activities, ensuring we are safe to operate. • Ensure the activity only operates within the agreed limits, stopping if conditions fall outside of this or there is a risk to the customers or team. • Complete all tasks as directed by the Mobile Event Manager • Provide active feedback to ensure events are delivered in line with company expectations. • Report any issues or concerns to your line manager promptly either during or just after the event if unable to resolve in person. • 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.
<p>Other Duties</p>	<ul style="list-style-type: none"> • Assist with other work activities as appropriate within 270 Climbing. • Complete rescue course & assessment if applicable. • Attend meetings and training initiatives at other locations as required. • To undertake any other duties as reasonably required within your competency. • Provide ongoing DBS clearance. • To adhere to all policies and procedures, including the company driver policy if driving company vehicles. • To undertake any training and development activities at the request of your line manager, as required. • To always take care of your own safety and the safety of others by complying with the Health & Safety Policy at all times. • Represent the company in a professional manner at all times
<p>Performance Measured By</p>	<ul style="list-style-type: none"> • KPI Scheme • Annual Appraisal • Quarterly one to one's • Performance assessments and audits

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Person Specification	E	D	How is this identified?
1. Qualifications & Experience			
Demonstrate ability to work with others	✓		Application
Events / outdoor or other relevant experience		✓	Application/Interview
GCSE (or equivalent) in English and Maths		✓	Application
Experience working with groups - e.g. youth groups, schools etc		✓	Application/Interview
Direct experience of working in a seasonal industry		✓	Application/Interview
Full valid Driving Licence		✓	Application
Demonstrate an ability to adhere to 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
2. Skills & Behaviours			
Expressing confidence in own ability to select the correct course of action, standing by own decisions, and taking responsibility for them		✓	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
Monitoring own progress against deadlines and milestones		✓	Interview
Organise resources - use of available people, equipment to run an event		✓	Interview
Identifying priorities and actions to deliver events		✓	Interview