

JOB DESCRIPTION

JOB TITLE	Activities Team Member
REPORTING TO	High Ropes and Fun Walls Supervisor
RESPONSIBLE FOR	Delivering high quality sessions and experiences
HOURS	Minimum 16 hours per week (weekends/evenings) Due to the seasonality of this role, full time work is available within the school holidays.
SALARY	A competitive hourly rate with potential for growth opportunities within the company.

THE ROLE

Working as part of the activity team at 270, you will be responsible for inspiring, motivating and encouraging participants of all ages on a variety of activities such as our high ropes, fun walls and mobile climbing walls!

With this seasonal role, you'll be adaptable and dynamic, able to help the team deliver unique experiences to our customers. This will include working both indoors and outdoors and does require you to work weekends.

IN RETURN YOU'LL GET

Awesome working environment. Free climbing. Guest passes. Discounts on sessions, courses, parties, products and items from cafe. Training and development opportunities. Uniform. Pension. Envious side-eye from friends and family.

KEY DUTIES & RESPONSIBILITIES

The exciting stuff

- Creating a fun, safe and engaging environment for people to get active or try something new on the high ropes or fun walls
- Be passionate about ensuring this is a great place for first timers and those coming to us time and time again
- 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
- 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.
- High Ropes Course & Tower:
 - 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.

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- 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.
- Fun Walls:
 - Responsible for safety briefings, fitting PPE and checking equipment before use
 - Continuous observations and support for participants on the fun walls
 - Fun walls are a 'grassroots' level climbing, signpost participants and accompanying adults into our NICAS/NIBAS programmes, help provide next steps into the climbing community.
- Mobile Activities:
 - 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.

Not as exciting, but equally important, stuff

- Attend meetings and training initiatives at other locations as required.
- To undertake any other duties as reasonably required within your competency.
- To adhere to all policies and procedures.
- 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 H&S Policy at all times.

YOUR QUALIFICATIONS, EXPERIENCE & SKILLS

Essential

- Ability to communicate effectively to a diverse range of audiences including children
- Committed and proactive approach to personal development, motivated to learn new skills and seek new challenges
- Demonstrable time management and prioritization skills
- Confident self-starter able to work accurately under pressure
- Commitment to learning in the outdoor environment come rain or shine!
- Follow safety rules and regulations, using recommended working procedures, organisational policies and regulations
- A positive 'can do' attitude
- Accept direction without unnecessarily challenging authority
- Comfortable working at height

Desired

- Relevant industry experience
- Experience working with children
- Identifying priorities and actions to deliver events
- ERCA qualification
- Climbing Qualifications eg: CWI
- Full valid Driving Licence
- Experience of working on high ropes

PERFORMANCE MEASURED BY

- KPI scheme
- Annual appraisal
- Quarterly one-to-one's
- Performance assessments and audits
- Smiles on customers faces

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ABOUT US

Set on the edge of the Cotswolds, in between Cheltenham and Gloucester, we have a range of indoor and outdoor aerial adventure activities. We're home to one of the tallest and most challenging ropes course in Europe, we have one of the most comprehensive bouldering centres in the country, and, coming Spring 2025, we will be opening one of the biggest climbing gyms in the UK. As well as offering all of the fun of the Park, we also operate the largest mobile climbing wall hire business in the UK. With our fleet of walls and a mobile caving system too, we bring the excitement of adventure activities to public and private venues and events all over the country.

Having one of the best climbing gyms and activity centres in the UK doesn't mean a thing without having brilliant people to look after it. Fundamental to the success of 270 Climbing is the people who make up our team. We want to attract the best calibre of people to build a team that delivers our various adventure activities, and ultimately, puts smiles on faces!

THE 270 WAY

Core Values

Caring For Our People

Respecting, training and empowering them to do the best job.

Understanding our Customers

Continually reviewing their needs, offering solutions that exceed expectations & enable inclusive experiences.

Focusing on Quality

Maintaining the highest possible quality standards in all we do.

Communicating Effectively

To be open and honest, informing, listening and motivating effectively.

Being Innovative

Making good ideas work, constantly improving all we do.

Keeping Things Simple

Efficient, effective processes and systems that work.

Showing Integrity

Governing all we do by what is 'right and just'.

Caring for the Environment

Operating with sustainability at the forefront of everything we do.

The Right Values

Treat everyone equally and with respect no matter their position

Actively listen before you speak

Lead others and set an example

Focus on impact, not just on KPIs

Be humble in victory and take ownership of mistakes

Be open to new ideas and opportunities

Always look for solutions when you find problems

Strive for continuous improvement

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HOW TO APPLY

As a diverse employer we welcome applications from people of all backgrounds. To apply for this role, please either visit <https://www.270climbing.com/about/jobs/> to download our **Application Form** (Pt. 1) or email us on: recruitment@270climbing.com and we'll send you a copy.

When emailing your completed form please ensure sure you reference the job title in the subject heading, e.g. "Ref: Activity Instructor".

DEADLINE FOR APPLICATIONS	Friday 28 th March
INTERVIEWS TO TAKE PLACE	ASAP
START DATE	ASAP