

# JOB DESCRIPTION

JOB TITLE	Climbing Instructor
REPORTING TO	Climbing Manager
RESPONSIBLE FOR	Customer climbing instruction
HOURS	30-35 hours per week. Includes evenings and weekends. P/T but with potential to pick up more shifts
SALARY	Competitive hourly wage with potential for growth opportunities within the company

## THE ROLE

We are seeking a dynamic, enthusiastic and qualified Climbing Instructor to join our team at 270 Climbing Park. This role is ideal for someone with a positive attitude and is passionate about climbing and the climbing community. You must be reliable, punctual and professional with strong customer service skills and a desire to continuously learn and adapt. You must be able to work independently and as a part of a team. You will be responsible for delivering climbing sessions, ensuring the safety of our customers, and supporting the smooth operation of our climbing facilities.

## IN RETURN YOU'LL GET

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

## KEY DUTIES & RESPONSIBILITIES

### Climbing Instruction

- Lead and instruct on National Indoor Climbing Award Scheme (NICAS) sessions.
- Provide engaging and effective climbing tuition for climbers of various skill levels.
- Ensure that all climbing activities are conducted safely and in accordance with the centre's safety protocols.
- Tailor instruction to suit individual needs and ensure each participant has a positive experience.

### Main Floor Walker Duties

- Oversee the climbing area, ensuring customers are safe and following guidelines.
- Monitor climbers' activity, offering assistance when necessary.
- Provide guidance and support to customers on how to use climbing equipment safely and effectively.

### Customer Service

- Provide excellent customer service, offering advice, encouragement, and ensuring a welcoming environment for all climbers.

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- Build rapport with customers to ensure they feel valued and supported throughout their visit.
- Address customer queries or concerns promptly and professionally.

## **Centre Operations**

- Ensure the climbing centre is clean and well-maintained throughout each shift.
- Assist with day-to-day tasks such as competency checks, maintaining equipment, and cleaning areas.
- Collaborate with team members to ensure the efficient running of the centre.

## **Professional Development**

- Demonstrate a commitment to continuous learning and development, attending training sessions and improving climbing instruction skills.
- Stay updated with climbing techniques, safety practices, and industry standards.

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## **YOUR QUALIFICATIONS, EXPERIENCE & SKILLS**

### **Essential**

- CWI qualification, but ideally Foundation Coach assessed with CWDI qualification awards.
- Passion for climbing and enthusiasm for sharing that passion with others.
- Excellent customer service skills and friendly, approachable manner.
- Strong communication skills, both verbal and written.
- Ability to work evenings and weekends.
- Good organizational and time management skills.

### **Desired**

- Experience working in a climbing centre or similar environment.
- First Aid qualification (if not already held, training may be provided).

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## **PERFORMANCE MEASURED BY**

- Annual appraisal
- Quarterly 1-1s
- 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 Summer 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

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As a diverse employer we welcome applications from people of all backgrounds. To apply for this role, please either visit [www.270climbing.com/about/jobs](http://www.270climbing.com/about/jobs) to download our **Application Form** (Pt. 1) or email us on: [recruitment@270climbing.com](mailto: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: Climbing Instructor".

DEADLINE FOR APPLICATIONS	31 March 2025
INTERVIEWS TO TAKE PLACE	Early April
START DATE	April 2025