

JOB DESCRIPTION

JOB TITLE	Mobile Event Manager & Drivers
REPORTING TO	Mobile Wall Manager
RESPONSIBLE FOR	Delivering Mobile Activities
HOURS	FT: ave. 40 hours per week (Apr-Oct) / PT: min. 16 hours per week
SALARY	£14 p/hr dependent on experience

THE ROLE

We're looking for multiple full-time and part-time roles for driving and transporting our mobile activity equipment to and from the events, managing a small team and delivering a great activity day, in line with operational policy. We work with schools, charities and businesses across the UK, and everyone from private parties to public national events and festivals with thousands in attendance.

Due to the nature of the roles, weekend work is essential, and successful applicants must be available for most weekends. We cover a wide number of events so this can involve early starts and long rewarding days and some overnight stays. After working the summer season (Apr-Oct), the successful applicants also then have opportunity to become part of the team at 270 Climbing Park – the largest climbing park in the UK.

With this a 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 (April – October), including early mornings, evenings and weekends, and some overnight stays, there will be more flexibility during the off-peak time.

IN RETURN YOU'LL GET

Awesome working environment. The chance to experience events and festivals all over the UK. Free climbing. Guest passes. Discounts on sessions, courses, parties, products and items from café for you and your household. Commission schemes available. Training and development opportunities. Uniform. Pension. Envious side-eye from friends and family.

KEY DUTIES & RESPONSIBILITIES

The exciting stuff

- Driving our Mobile Activities and support teams to Events, Schools & Festivals throughout the UK.
- Be the key point of contact at events – managing the relationship with the organiser onsite before & after the event, feeding back any comments or suggestions.
- Responsible for the performance, welfare of all team members working with you, ensure they understand the travel arrangements and are briefed and allocated tasks & breaks on the day.

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- Take ownership for ensuring you have everything you require to deliver the event, directions access, operating requests etc.
- 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.
- 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.
- Responsible for the event teams, performance, presentation (uniform!) game face and welfare.
- 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.

Not as exciting, but equally important, stuff

- Report any issues or concerns to your line manager promptly either during or just after the event if unable to resolve in person.
- Follow all procedures to ensure events are delivered to the highest standard of safety, dynamically risk assessing in line with any changes.
- Adhere to the driver job description when driving mobile activities vehicles & trailers.
- 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)
- Assist with other work activities as appropriate within 270 Climbing.
- Provide ongoing DBS clearance.

YOUR QUALIFICATIONS, EXPERIENCE & SKILLS

Essential

- Enthusiastic and a positive work attitude
- Over 18 years of age
- Proven supervision abilities
- Experience of monitoring H&S procedures
- Full valid Driving Licence (with no more than 3 points on their licence)
- Experience of driving large vehicles and trailers
- Express confidence in own ability to select the correct course of action, standing by own decisions and taking responsibility for them
- Provide others with clear directions and monitoring others' behaviour to ensure appropriate standards are met
- Ability to communicate effectively to a diverse range of audiences, internally and externally
- Demonstrable time management and prioritization skills
- Confident self-starter able to work accurately under pressure
- Commitment to learning in the outdoor environment
- Follow safety rules and regulations, using recommended working procedures, organisational policies and regulations
- Accept direction without unnecessarily challenging authority
- Delegate work to others on the basis of their abilities and the resources available
- Optimise use of available people, equipment and financial resources to run an event

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- Identify priorities and action steps to deliver events

Desired

- Committed and proactive approach to personal development, motivated to learn new skills and seek new challenges
- Experience of working time regulations
- GCSE (or equivalent) in English and Maths
- Events or other relevant industry experience
- Experience of working in a seasonal industry
- Experience of leadership abilities
- Experience of working with groups, public, schools
- Experience of working in environments with safeguarding procedures
- Experience of providing accessible services for those with additional needs
- Knowledge of transport working time regulations
- Used to working outdoors
- Must be based within a 45-minute drive from the Park (GL3 4UD)

PERFORMANCE MEASURED BY

- KPI scheme
- Annual appraisal
- Quarterly check-ins
- Performance assessments and observations
- Smiles on customers faces

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ABOUT US

Set on the edge of the Cotswolds, in between Cheltenham and Gloucester, we offer a range of indoor and outdoor aerial adventure activities.

We have one of the tallest and most unique roped climbing gyms in the UK with indoor and outdoor lead, top rope, speed walls and auto belay climbing available, plus a dedicated group and beginner climbing area, we also have one of the most inclusive and comprehensive bouldering centres in the country, then there's our exciting & accessible Fun Walls climbing area, plus we're also home to one of the tallest and most challenging high ropes courses in Europe.

All of our activities are accompanied by our large but cosy and welcoming cafe bar serving a range of hot and cold drinks and snacks. 270 Climbing Park is a welcoming attraction for friends and families as well as a unique facility for adrenaline seekers, experienced and novice climbers of all ages and abilities.

In addition to offering all 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!

JOB DESCRIPTION

THE 270 WAY

The Right 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

HOW TO APPLY

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/ to download our **Application Form** (Pt. 1) or email us on: recruitment@270climbing.com and we'll send you a copy. Then email your completed form to recruitment@270climbing.com making sure you reference the job title in the subject heading, e.g. "Ref: Mobile Event Manager job".