

JOB DESCRIPTION

JOB TITLE	Squad Programme Administrator & Climbing Instructor
REPORTING TO	Climbing Centre Manager
RESPONSIBLE FOR	Squad programme support and climbing instruction
HOURS	35 hours (25 hours per week climbing instruction with 10 hours per week squad programme support)
SALARY	£12.73 - £14 p/hr

THE ROLE

As well as providing coaching and climbing instruction to all levels, your key duties will involve being responsible for the administration and monitoring of the tasks and actions required to help support and run our climbing squad programme. As programme support, you will combine first-class customer service experience, with a practical hands-on approach to ensure maximum engagement and satisfaction to both our squad members and their parents.

KEY DUTIES & RESPONSIBILITIES

The exciting stuff

- Be equally passionate about ensuring 270 is a great place to climb for people at start of their climbing journey right the way through to those warming up on 7c.
- Provide fun, engaging sessions for beginners through to NICAS 4-5.
- Attend and support quarterly user groups to gather feedback from our squad programme users.
- Follow and communicate the 270 Climbing coaching philosophy
- Support the coaches with frameworks to record squad progress.
- Act as a professional support to the team, be approachable, listen to and support staff with any personal concerns.
- Ensure great communication, note taking in quarterly meetings with the squad coaches.
- Develop coaching resources for participants, their parents and other squad coaches- ensuring they are presented in a professional manner in line with the marketing requirements of the climbing park.
- Engage directly and/or indirectly capturing shareable moments for social media channel (make sure we take a photo of anything worth talking about!) providing a bio to the social media team ensuring timely output on social media.
- Set a fantastic personal example on site, with a great 'game face' and high levels of positive customer interaction, following the policies of the centre and initial conversations with staff if these are not followed.
- Ensure the relevant areas of site are maintained to a 'like new' standard.
- Ensure the team create awareness of developmental courses within the centre, signposting them for customers.

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- Ensure excellent communication channels with staff and customers
- Always represent the company in a professional manner.
- Keep abreast of developments and innovations in the coaching world, in climbing and other sports. If appropriate- disseminate this in a functional manner to coaches, parents and participants.
- Manage communication streams with participants and parents by:
 - Organising and supporting squad parents evenings
 - Clear, consistent messaging
 - Keeping SPOND up to date with competition opportunities, resources, social events and celebrating success.
- With the support of the climbing manager, be the first line for communication and managing feedback and requests from the programme participants and parents
- Liase with multi-disciplinary providers to promote health and wellbeing within our sport.

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.

IN RETURN YOU'LL GET

Awesome working environment. Free climbing. Guest passes. 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.

YOUR QUALIFICATIONS, EXPERIENCE & SKILLS

Essential

- Loves climbing & is passionate about introducing newcomers
- Holds a minimum NGB qualification of CWDI and Foundation coach and will obtain Development coach assessment by the end of the probationary period (6 months)
- Proven leadership abilities
- A minimum of two years coaching squad programmes
- GCSE (or equivalent) in English and Maths
- A coaching portfolio with long term programming
- Clear on remit of qualification level and understanding referral process when close to, or outside of remit
- Show the ability to resource information, apply this to our context and provide this information to a range of stakeholders.
- Have evidence of excellent reflective practice
- Show some skills in key areas
 - Biomechanics, physiology and adolescent development

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- Injury prevention, early intervention protocols and supporting recovery
- Long term athlete and participant development programming
- Technical and tactical climbing performance
- Learning theory, effective feedback, motivation theories
- Periodised training in line with competition seasons
- Good knowledge of Microsoft Office software and technology e.g. Word, Excel, Outlook and to a lesser extent PowerPoint
- 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
- Committed and proactive approach to personal development, motivated to learn new skills and seek new challenges, and to motivate others to do the same
- 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
- Inspire enthusiasm and a positive work attitude in others, expressing appreciation of others when they produce good work
- Accept direction without unnecessarily challenging authority
- Delegate work to others based on their abilities and the resources available
- Absorb new information rapidly
- Monitor own and others' progress against deadlines and milestones
- Optimise use of available people, equipment and financial resources to accomplish tasks
- Identify priorities and action steps for achieving objectives

Desired

- Experience of enacting safeguarding procedures and understanding referral processes
- Experience working with multi-disciplinary services for complex needs in performance environments
- Experience of providing accessible services
- Extensive experience delivering NICAS at levels 4-5
- Experience supporting competitions
- Knowledge of social media platforms and SPOND
- Area of specialisation within a holistic coaching framework
- Experience collating data and application to a variety of participants

PERFORMANCE MEASURED BY

- KPI scheme
- Annual appraisal
- Quarterly one-to-one's
- Performance assessments and audits
- Customer feedback

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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/vacancies 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 "Squad Programme Admin".

DEADLINE FOR APPLICATIONS	6 th July 2026
INTERVIEWS TO TAKE PLACE	From 9 th July 2026
START DATE	ASAP