**JOB DESCRIPTION**

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| **Job Title:** | Outdoor Activity Assistant | **Department:** | Marden Enterprises |
| **Hours of Work:** | As required | | |
| **Responsible To:** | Head of Events | **Responsible For:** | N/A |

**Summary of Role:**Woldingham Adventure is a dedicated highropes and zipwire course open to the public every weekend, and full time during school holidays. Customers can book directly online via our dedicated website www.woldinghamadventure.co.uk

We are looking to expand our team and require key staff to join our growing business and to be part of our adventure

Ideally you will have high ropes or outdoor activity experience, however this is not essential training can be provided. To meet the requirements of the roles, all instructors will be required to complete and pass our inhouse Site Specific Training course. You will be working at height and need to be comfortable working in all weather conditions.

Working days are normally approximately 8 hours and will include weekend and bank holiday working, flexibility with shifts is required. It is reasonable to expect a seasonal variation in working hours, eg, longer days in the summer months, shorter days in winter months

**Specific Responsibilities:**

* Can meet and greet guests with a cheerful nature and provide a 15 minute safety briefing
* Ensuring guests feel confident, safe and happy with their experience.
* Must be punctual, with a professional outlook and able to work under own initiative without supervision
* Excellent interpersonal and communication skills and high standard of personal hygiene and appearance
* Must be an enthusiastic team player and be able to work with other colleagues
* Must like working outdoors and have a good head for heights
* Must be able to demonstrate attention to detail and follow company procedures
* A customer comes first attitude with drive and enthusiasm to achieve
* Expected to always deliver the ultimate guest experience with a five star service

**PERSON SPECIFICATION**

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| **Essential** | **Desirable** |
| **Operational Excellence** |  |
| * Can meet and greet guests with a cheerful nature and provide a 15 minute safety briefing * Ensuring guests feel confident, safe and happy with their experience. * Must like working outdoors and have a good head for heights * Must be able to demonstrate attention to detail and follow company procedures * Expected to always deliver the ultimate guest experience with a five star service | * Previous instructional experience * Experience of outdoor sports activities * A climbing / high ropes background * Training background |
| **Personal Behaviours** |  |
| * Must be punctual, with a professional outlook and able to work under own initiative without supervision * Excellent interpersonal and communication skills and high standard of personal hygiene and appearance * Must be an enthusiastic team player and be able to work with other colleagues * A customer comes first attitude with drive and enthusiasm to achieve |  |
| **Ethos and Whole School Values** |  |
| * Committed to operating as part of the School community * Committed to the Sacred Heart Values * Committed to Woldingham as a school with high academic standing providing a holistic education and outstanding pastoral care |  |
| **Safeguarding and Pastoral** |  |
| * Committed to safeguarding and promoting the welfare of children and young people * A satisfactory Enhanced Disclosure from the DBS |  |