

BOULDER BRIGHTON | JOB DESCRIPTION

ROLE: STAFF INSTRUCTOR

HOURS:

As agreed in the contract. Strong preference for weekend availability. Any extra hours worked would be spread across a shift system during centre opening hours: see boulderbrighton.com/opening-hours.

REPORTS TO:

Duty Manager(s) and the directors (Tom and James)

GENERAL OVERVIEW:

At Boulder Brighton we love climbing, and are committed to getting people from all walks of life involved in our favourite sport. We want to create a friendly, inviting atmosphere so that beginners and experts feel equally at home. At the core of this is our staff, who we expect to be professional, super-friendly and ready to roll their sleeves up and pitch in together with whatever needs doing in order to give our customers the best experience possible, whatever their job title. We are looking for committed, enthusiastic individuals who are ready to work hard and have fun while they're doing it.

As a Staff Instructor, you will divide your time between the normal work of our Centre Staff, and also be responsible for delivering instructed group sessions and coaching. The amount of instructing you will do may vary from week to week, depending on our booking levels.

When instructing, you will be responsible for delivering a range of adult and children's group sessions, and helping to develop our lesson plans. When not instructing you will be responsible with the rest of the Centre Staff for manning the reception and café, making sure our customers feel welcome and giving them advice as to how to get the most out of their session, as well as making sure the centre is clean and inviting.

As well as having excellent people skills you will be a keen climber with a relevant climbing instructor qualification (e.g. CWI / RCA).

DUTIES AND RESPONSIBILITIES:

- Staff Instructors will have all the responsibilities of other Centre Staff, including:
 - Manning the reception and cafe, taking cash and credit card payments using our till systems and serving food and drink
 - Learning and following safety procedures, and performing health and safety checks
 - Administrating group bookings and enquiries
 - Cleaning the centre as necessary, particularly regular checks and cleaning in the bathrooms, changing areas and toilets, and cleaning climbing holds
 - Undertaking any other duties as required which are appropriate to the work of a Centre Staff member
- In addition to Centre Staff duties and responsibilities, Staff Instructors will also have the following duties and responsibilities:
 - Instructing group bouldering sessions according to Boulder Brighton's session plans, as directed by a Duty Manager. These sessions will include instructing across all ages and abilities

- Preparing for the group sessions including sorting equipment and setting up any specific activities or areas
- Ensuring that the groups have a full safety briefing before their session begins and taking responsibility for group members' safety throughout their session
- Inputting into the development of session plans, and future training and instructed sessions for the centre
- Using your instructor status and experience to ensure that customers are climbing safely at the centre whether part of an instructed group or not
- Undertaking any other duties as required which are appropriate to the work of a Staff Instructor

ESSENTIAL QUALITIES:

- Excellent people skills
- Relevant climbing instructor qualification (e.g. CWI / RCI)
- Current First Aid certificate
- Experience delivering instructed bouldering sessions
- Experience working with young people
- Ability to adapt a session plan to the needs of a specific group during an instructed session
- Ability to communicate clearly, and in a friendly and engaging way
- Previous experience of working in a customer service role
- Enthusiasm for bouldering as a sport accessible to all

DESIRABLE QUALITIES:

- Good IT skills
- Experience delivering disability group sessions
- DBS check
- Broad knowledge of different forms of climbing, both indoor and outdoor, and the history and development of the sport
- Experience serving in a cafe setting

REFERENCES:

Please provide 2 references from previous employers

SALARY AND BENEFITS:

Salary and details TBC on application. All staff will have access to free climbing and staff discounts on climbing equipment