

SENIOR INSTRUCTOR JOB DESCRIPTION: Full or Part time contracted

Overall Purpose

Boulders exists to inspire and help people get into climbing and take their climbing further. The Senior Instructors are responsible for ensuring the quality and safety of all climbing activities in the centre. They manage and lead a team of part time climbing instructors as well as instructing the full range of sessions themselves. They also act as Duty Managers for the centre, working closely with the Managing Director and Senior Admin staff.

Relationships:

- Reports to Full Time Senior Instructor and Senior Admin
- Close liaison with other Senior Instructors, Senior Admin staff, Head Coach, and Cafe Manager.
- Day to day management of all junior staff on shift.
- Long term mentoring of designated part time and casual instructors.

Salary Range & Benefits:

£7.50 - £11.00 an hour – Part time
£14,000 to £16,500 per annum
Depending on qualifications and experience
Use of climbing wall by post holder (after probationary period depending on minimum hours.)
Support with progression on National Climbing awards up to set figure per annum – see contract

Hours and Leave:

10-40 hours per week depending – see contract
To include at least one weekday evening and one weekend day.
28 days leave per calendar year (n.b. the centre is open for most bank holidays) pro rata – see contract for details

Duties and responsibilities

- Deliver the full suite of climbing products offered by Boulders.
- Actively work with team and colleagues towards achieving long term Boulders mission.
- Proactively seek to ensure Boulders is portrayed as a fun, smart and professional organisation.
- Engage with all centre users in a friendly, enthusiastic and professional manner.
- Actively seek to improve and enhance business performance through promotion of business activities
- Aim to be as efficient with time and resources as possible whilst maintaining high standard of customer engagement.
- Day to day management of junior staff, including rotas and time recording, session planning, performance monitoring and giving feedback.
- With the other SI, Head Coach and others, ensure that all Boulders climbing sessions are delivered to high standards in terms of safety, enjoyment and learning.
- Long term mentoring of casual instructors to include welfare and morale, performance reviews, identifying and delivering training requirements, and where necessary disciplinary procedures.
- Be proactive in following and improving Boulders Standard Operating Procedures, completing relevant documentation and ensuring others do so.
- Ensure the centre is clean and tidy and all relevant facilities checks are completed.
- As a key holder take responsibility for opening and/or closing the centre, following opening

and closing procedure check sheets.

- Responsible for all cash onsite during operating hours, following associated SOPs.
- Be proactive in ensuring that safety checks on climbing equipment and facilities are completed and recorded as required.
- Deal with accidents, incidents and near misses as they arise, complete records and review required actions. Act as principal first aider when on duty.
- Ensure building and facilities maintenance issues are identified and that remedial action is taken.
- Contribute feedback and ideas to further enhance Boulders' long term mission.
- Lead or assist with projects to develop Boulders as a business, as required by the Managing Director.
- Any other duties as required.

Post Holder Specification

Essential:

- At least two years experience of the full range of climbing instruction, including Give it a Go sessions, bouldering, lead climbing, adapted climbing, NICAS, and floor walking. This experience should include working with children and adults.
- Climbing Wall Award or Single Pitch Award.
- An active and enthusiastic rock climber, indoors and outdoors.
- Proven ability to manage staff with at least two years experience of management, preferably in a comparable environment (climbing, sports or leisure sector).
- Excellent customer service skills.
- Basic IT skills, including Microsoft Office.
- Current First Aid Certificate (16 hours minimum)
- Clean DBS check.
- Clean driving licence.

Desirable:

- Experience as a Duty Manager or Senior Instructor in a busy climbing wall.
- Foundation Coach and/or Development Coach Award.
- Climbing Wall Leading Award or higher.
- Route setting experience.
- Practical building maintenance skills and qualifications.
- Welsh language.