

## SENIOR INSTRUCTOR JOB DESCRIPTION: Full time contracted

### Overall Purpose

Boulders is passionate about opening up the world of climbing to a wider audience, showing how fun, accessible and varied the world of climbing is and providing clear progression pathways for those wanting to participate. We believe that climbing is a sport for life that can result in better health and wellbeing for all participants and an opportunity to travel to new places regardless of age or ability.

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:

- Close liaison with Head of Delivery, other Senior Instructors, and Front of House team.
- Day to day management of all junior staff on shift.
- Long term mentoring of designated part time and casual instructors.

### Salary Range & Benefits:

- £16,500-£18,500 per annum, depending on qualifications and experience
- Use of climbing wall by post holder
- Support with progression on National Climbing awards, with a 1<sup>st</sup> year training budget of £1000
- Relocation allowance offered

### Hours and Leave:

- 40 hours per week, 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)

### Duties and responsibilities

- Deliver the full suite of climbing products offered by Boulders.
- Actively work with team and colleagues towards achieving Boulders' long term mission.
- Engage with all centre users in a friendly, enthusiastic and professional manner.
- 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 time recording, session planning, performance monitoring and giving feedback.
- With the other SI, Head of Delivery and others, ensure that all Boulders climbing sessions are delivered to high standards in terms of safety, enjoyment and learning.
- 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.
- Be proactive in ensuring that junior staff are utilising their time in work appropriately.

- Deal with accidents, incidents and near misses as they arise, complete records and review required actions. Act as principal first aider when on duty.
- Be proactive in ensuring Boulders is clean and presentable to the public at all times.
- 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 NICAS, and floor walking. This experience should include working with children and adults.
- Climbing Wall Award or Single Pitch Award.
- CWDI trained
- An active and enthusiastic rock climber, indoors and outdoors.
- Excellent customer service skills.
- Basic IT skills, including Microsoft Office.
- Clean DBS check.
- Clean driving licence.

## Desirable:

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