

TORFAEN LEISURE TRUST

JOB DESCRIPTION



Position Details

Position Title: Go Vertical Assistant

Salary: National Minimum Wage

Section/Unit: Leisure Operations

Location: Cwmbran Stadium

Responsible To: Centre Manager

Responsible For: None

Date Issued: June 23

Job Purpose

To provide instruction and supervision for adults and children using the Go Vertical climbing walls.

Principal Accountabilities and Responsibilities

- To monitor wall safety practices whilst working.
- In accordance with the specified programme, undertake instruction of general public, in a safe, effective and professional manner as and when required, and to facilitate inductions to the wall.
- To ensure regular route changes, regular boulder problems and offer different challenges are included in sessions.
- Tailor each session based on the assessment of the participant's ability and generate enthusiasm within the group.
- Provide a fun and interactive learning environment that will exceed any customers' goals/ expectations.
- To give advice as requested to customers on all matters related to Go Vertical.
- To ensure that all equipment necessary to set up a session is fit for purpose including ropes, harnesses and belay devices.
- To report to a Line Manager any defective holds or safety issues relating to the operation of the wall.
- To keep abreast of all the 'new' policies or procedures required for the safe operation of the climbing wall.
- To assist in the provision of 'risk assessments' and to inform the Centre management immediately of any accident or incident that requires attention and completing accident report forms as appropriate.
- To be fully conversant with the Trust's Health and Safety Policy.
- To routinely undertake quality inspections and record in the appropriate manner.

Resources/Equipment/Material

To be responsible for the safe operation of all climbing equipment within Go Vertical.

Supervision/Management of People

Responsible for the supervision of customers using Go Vertical.

Knowledge, Skills, Training and Experience

The successful applicant will ideally have:

- Previous experience in a similar environment
- Experience leading group activities

Special Working Conditions

- The post holder will be expected to manage and prioritise work commitments.
- The post holder may be required to work some evening, weekend and Bank Holiday working as per rota.

General

- To observe confidentiality in all aspects of work and to comply with the data protection Act 2018 and the new General Data Protection Regulations GDPR
- To demonstrate a willingness to undertake training development and learning opportunities to improve skills.
- Comply with and support others to observe Health and Safety Act 1974 procedures and processes.
- To work within the Trust's policy and procedures in respect of equal opportunity, anti-discriminatory and anti-oppressive practices.
- To accept that this job description may be periodically subject to review.
- To undertake any other duties and/or times of work as may be reasonably required of you, commensurate with your grade or general level of responsibility within the organisation, at your place of work or based in any other establishment.

PERSON SPECIFICATION

Please note you will need to meet the essential criterion to be invited for interview.

Requirements	Selection Method		
	Essential or Desirable	Score	Tested at Interview and/or Application Form
Education/Qualifications/Knowledge			
1.1 Ability to communicate clearly at all levels.	Essential		Application Form / Interview
1.2 First Aid at work qualification	Desirable		Application Form
1.3 Ability to gauge level and scope of class and plan the Go Vertical session.	Essential		Application Form / Interview
1.4 Willingness to achieve other qualifications relevant to the role.	Essential		Application Form / Interview
1.5 Willingness to achieve a First Aid at Work qualification.	Essential		Application Form / Interview
1.6 Basic understanding of Health and Safety	Essential		Interview
Experience			
2.1 Previous experience in a similar customer focussed environment.	Desirable		Application Form
2.2 Posses relevant Teaching or Instructing experience, including people with disabilities.	Desirable		Application Form
Skills and Abilities			
3.1 Excellent Interpersonal skills	Essential		Application Form / Interview
3.2 Able to advise Customers on the use of the Centre's equipment	Essential		Application Form /Interview
3.3 Able to Interact with Customers	Essential		Interview
3.4 Good 'housekeeping' skills	Essential		Interview
Personal Attributes			
4.1 Flexible approach to work	Essential		Interview
4.2 Able to work on own initiative	Essential		Interview
4.3 Self motivated and enthusiastic	Essential		Interview
4.4 Team Player	Essential		Interview
4.5 Proactive	Essential		Interview
4.6 Calm and responsible disposition and able to respond appropriately to an emergency situation	Essential		Interview
Circumstances			
5.1 Able to travel independently between Centres if required	Desirable		Interview
Total Short Listing Score			

Score key: 0 = Not Met Criteria 1 = Fully Met Criteria