



JOB DESCRIPTION

COURSE INSTRUCTOR

Reports to: Course Manager (Duty/Area Manager in Course Manager's absence)
Location: Various across the UK
Contract Period: The core season will be April – October, extensions for weekends in Feb, March and November may be offered (subject to requirement)

Reward Package

- **Hourly rate:** £8.00 per hour (including holiday pay)
- **Holiday Entitlement:** 28 days holiday (pro rata) has been included in basic salary and is operated via Holiday Scheme
- **Flexible Working Hours:** A range of contracted hours are available, both full and part time, which will include weekend working. Hours will be rostered by the Course Manager.
- **Bonuses:** Available to those instructors who work as a Duty Manager, the day rate is £20
- **In House Instructor Training Programme**
- **Childcare Vouchers:** This is a tax free scheme to assist with childcare costs
- **Retail Discounts:** We have many discounts arranged with outdoor retailers
- **Cycle To Work Scheme** (applicable to fixed term staff who have a contract with guaranteed hours for a period of 7 months or more)

Job Role

The instructor's role is to assist in successfully running the site and meeting targets. This may include any aspect of site operation including equipment, facilities, health and safety, customer-care and administration.

This may be multi activity dependant on your location's offering.

Main Duties and Responsibilities

Health and Safety

At all times, and in accordance with company procedures and training:

- comply with all health and safety policy, measures and legislation
- follow all Health and Safety procedures and safe systems of work
- ensure your own safety and those with whom you are working
- use equipment in a safe manner as trained
- ensure the safe operation of the course
- maintain the security of site, cabin and equipment
- assist with Risk Assessments and Method Statements where required
- apply first aid when necessary appropriate to your skill level
- report and recording all accidents, significant incidents and rescues correctly
- report all safety matters to the Course or Duty Manager
- keep up to date with the First Sight file
- carry out site checks during the daily opening and closing of the site and recording any findings

Personal Protective Equipment (PPE)

- check PPE each time it is issued to and returned by a customer
- fit and remove customers' PPE correctly



- fit chest harnesses where appropriate
- inspect and maintain site, PPE and other safety equipment, ensuring it is in good order
- ensure site PPE is correctly serviced, reporting all faults where found
- maintain the PPE and equipment records as required.

Financial Management

- operate the till and take receipt of payments
- ensure all cash, cheque and credit card transactions are completed according to company directives
- bank payments, as requested by the Course or Duty Manager.

Customer Service & Safety

- assist with customer enquiries & bookings
- welcome customers and prepare them to take part on the course
- ensure all Go Ape participants:
 - complete an acknowledgement / disclaimer form
 - are fully prepared to take part on the course
 - comply with company rules on height, weight, age, medical conditions, etc
- demonstrate the safe system of operation on the course
- instruct and brief customers in the safety procedures and the safe way of using the course
- monitor every participant individually through the briefing stage and subsequent site
- confirm participants' competence to continue beyond the briefing stage
- patrol the course, which includes:
 - ensuring all participants are safely conducting themselves
 - assisting participants where necessary
 - carrying out emergency drills in accordance with company directives and training
 - ensuring all landing sites are dug and raked to the correct standard
 - maintaining all records and registers including the daily radio log, daily report, etc
- do everything within reason to minimise customer complaints and maximise customer satisfaction.

Site Management

- maintain site structures, paths, fencing, gates etc in good serviceable order in accordance with company procedures
- carry out site maintenance checks
- record checks, serviceability and work required in the relevant register
- ensure all administration, documentation, logs and records are compiled, updated and stored as per company procedures
- remove litter from site and maintain Go Ape cabin in good, clean and serviceable order
- notify the Course Manager or Duty Manager of any site problems.

Marketing & Course Development

- market Go Ape as required by the Course Manager
- meet communication standards set by Go Ape Management
- business development in conjunction with management
- build and maintain good working relationship with key parties including:
 - Go Ape personnel, landowner's representatives, Altus, contractors, members of the public, customers, HSE and Environmental Health Officers, insurers, course inspector and the press.

Personal Professionalism

- read and comply with the Company Handbook
- visit and work at other Go Ape sites and attend training, as required



PERSON SPECIFICATION

Essential

1. Must be punctual, with a professional outlook, able to work under own initiative without supervision
2. Basic First Aid Certificate (to be obtained prior to start date)
3. Customer service background with drive and enthusiasm to achieve
4. Excellent interpersonal and communication skills and high standard of personal hygiene and appearance
5. Must be an enthusiastic team player and be able to work with other colleagues in a dynamic business
6. High energy levels with cheerful disposition and the ability to work under pressure
7. Full driving licence and own transport

Desirable

1. Previous instructional experience
2. Must like working outdoors with a strong climbing / high ropes background and a good head for heights
3. Training background
4. Health & Safety experience
5. Must be able to demonstrate attention to detail and follow company procedures
6. Carpentry / practical DIY & maintenance skills
7. Marketing experience
8. Corporate client experience
9. IT skills: Word processing, Excel, etc.
10. To have visited a Go Ape! course

Our Values

- To do our bit to keep *adventure* in adventure (zero risk = zero development)
- To challenge, surprise and excite
- To encourage "I can't" to become "I can"
- To be socially and environmentally responsible
- To create worthwhile, rewarding employment
- To do the right thing

Our Mission

- To be the best Forest Adventure company on the planet

Our Vision

- "Creating adventures; encouraging everyone to live life adventurously"

Our Plan

- To grow to 70 Adventure businesses worldwide by 2015
- Go Ape offers physically and mentally challenging fun, laughter and adventure. If you feel as strongly as we do about encouraging everyone to live life more adventurously then this could be the perfect environment for you to work in