

## **JOB DESCRIPTION SITE INSTRUCTOR**

We need hard working, friendly and adventurous people with excellent customer care to give the customer an experience to remember every time they visit. Go Ape offers physically and mentally challenging fun, laughter and adventure in, around and up the trees. If you feel as strongly as we do about living life more adventurously then this could be the perfect environment for you to work in.

You'll need to successfully complete Go Ape's in-house training programme and work unsupervised at height. There's a few rules we stick to and that's meeting our Health and Safety requirements, including being over 18 years of age.

Depending on your location, your day to day role will include the instruction of all of Go Ape's activities, and ensuring every single customer has a day like no other.

### **The Role:**

#### **Main Duties and Responsibilities**

- Welcome customers and prepare them to take part on the course
- Assist in successfully running the adventure, including the care of the equipment, managing facilities, Health and Safety, customer care and a bit of administration
- Ensure Go Ape participants have completed relevant paperwork and comply with company rules and policy
- Fit, remove and inspect harnesses and PPE correctly
- Demonstrate and ensure the safe system of operation of the course at all times
- Instruct and brief customers on safety procedures and the safe way of using the course
- Confirm participants competence to continue beyond the briefing stage
- Monitor every participant individually at the briefing stage and at each site
- Patrol the course; ensure all participants are safely conducting themselves and assist participants where necessary, carry out emergency drills in accordance with company directives and training, and ensure all landing sites are maintained to the correct standard
- Do everything, within reason, to minimise customer complaint and maximise customer satisfaction
- Apply first aid when necessary, appropriate to your skill level
- Report and record all accidents and incidents
- Carry out course checks and record/report findings



- Assist with risk assessments and method statements where required
- Assist with customer enquiries and bookings
- Carry out course maintenance checks
- Keep up to date with the First Sight File
- Market Go Ape as required by the Site Manager/ Deputy Manager
- Read and comply with the company handbook

## Person Specification

### Essential

- Safety conscious, with a professional outlook and able to work under own initiative without supervision
- A 'customer comes first' attitude with drive and enthusiasm to achieve customer wow!
- Excellent interpersonal and communication skills. High standard of personal hygiene and appearance
- Must be an enthusiastic team player and be able to work with other colleagues in a dynamic working environment
- High energy levels with a cheerful disposition and the ability to work under pressure
- Must like working outdoors and have a good head for heights
- Must be able to demonstrate attention to detail and diligently follow company procedures
- Own transport (able to get to and from site)
- Basic First Aid Certificate (to be obtained prior to start date)
- Must be able to perform all physical duties (with reasonable adjustments where required)

### Desirable

- Previous instructional experience
- Health & Safety experience
- To have visited a Go Ape site
- To live within 1 hour's commute of Site
- Coaching or Training knowledge
- Climbing / high ropes experience
- Practical DIY & maintenance skills
- Marketing and sales experience
- Experience of or in working with Corporate clients
- Computer literate



## Benefits

Hourly Rate: **London (AP, BA, TR):**  
£9.20 per hour (including £0.99 per hour holiday pay based on 28 days/year)

**All other UK Sites:**  
£8.70 per hour (including £0.94 per hour holiday pay based on 28 days/year)

Holiday Entitlement: 28 days holiday (pro rata) has been included in hourly rate above. Holiday pay will be specified separately on your payslip

Flexible Working Hours: A range of contracted hours are available, both full and part time. Weekend and bank holiday are standard working days.

Contract Period: Hours will be rostered by the Site Manager  
Fixed term, for one season only. The core season will be April to October. Extensions for weekends and holidays may be offered

## COMPANY ETHOS

### Our Values

- Keeping the adventure in adventure
- Encouraging 'I can't' to become 'I can'
- Always seeking to be two steps better
- Zero risk equals zero development
- To challenge, surprise and excite
- Build in customer delight
- Be socially and environmentally responsible
- Create worthwhile, rewarding jobs
- Do the right thing

### Our Mission

- To be the best Adventure company on the planet  
(where you can be home in time for tea)

### Our Vision

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

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