



CUSTOMER ACTIVITY ASSISTANT (OUTDOOR INSTRUCTOR)

WHAT ARE WE LOOKING FOR?

We are rated 67th best company to work for in the UK by our employees, which we think speaks volumes about what a great place Go Ape is to work!

We're passionate about giving the customer an experience to remember every visit – that's why we need hard working, friendly and adventurous people who really care about providing the best experience possible!

We're looking for Customer Activity Assistants (previously named Instructor) to look after our customers in the great outdoors, at site and in the woods from February to October as they take on their Go Ape challenge – you'll be fitting harnesses, delivering safety briefs and training, out and about assisting with local marketing and much more besides - depending on which site you're at, you'll be on one or more activities - up in the trees on Tree Top Adventure/Tree Top Junior, whizzing around on segways, bouncing around in nets or zipping on zip trek!

You'll understand that we stick to our Health and Safety rules, so if you're thinking of applying, you'll need to be over 18 so you are able to supervise all age groups.

WHY GO APE?

Go Ape offers physically and mentally challenging roles out in the fresh air like no other – both fun and rewarding. There's a great sense of camaraderie and connectedness within the teams and we're committed to training you to our high standards with Go Ape's in-house training programme - a mixture of online and practical development.

If you're super talented and keen to prove yourself, there's the potential for movement up the ladder over time to Duty Manager, Activity Manager, Site Manager – the skies the limit!

But whether you're destined for a career within Go Ape, or are just looking for work for a season, for us it's a two-way street – it's not just about what you can do for Go Ape, but also importantly, how we can help you to develop as a person and gain or enhance those essential life skills.

We promise that your time with Go Ape will be rewarding and memorable and that (if you don't return next season - many of you will!), you'll leave with a whole bunch of enhanced skills to take to your next role. You'll be more confident, qualified, assertive, and able to make decisions and communicate with people of all backgrounds - not to mention the first class customer service skills!

If you feel as strongly as we do about living life more adventurously and encouraging and helping others to do so, this could well be the perfect environment for you. Find out more about Go Ape and read the nitty-gritty below to see if this is the perfect match for you.

THE ROLE

Main Duties and Responsibilities

- Welcome customers and prepare them to take part in their activity
- Assist in successfully delivering the adventure, ensuring a great customer experience, caring for equipment, managing facilities, Health and Safety, and a bit of administration
- Ensure customers' complete relevant paperwork and comply with company rules and policy
- Fit, remove and inspect harnesses and protective equipment
- Demonstrate and ensure the safe system of activities at all times
- Instruct and brief customers on safety procedures and the safe way of experiencing activities - evaluate participant 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
- Help with local marketing as required by the Site Manager/ Deputy Manager
- Do everything within reason to minimise customer complaints and maximise satisfaction
- Apply first aid when necessary, appropriate to your skill level
- Report and record 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
- Read and comply with the company handbook

PERSON SPECIFICATION

Essential

- Safety conscious, with a professional outlook
- 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
- Enthusiastic team player who is able to work with other colleagues in a dynamic working environment
- High energy levels with a cheerful disposition, even when under pressure
- Must like working outdoors and have a good head for heights
- Must be able to demonstrate attention to detail and ability to diligently follow procedures
- Own your own transport (some of our sites are remote without public transport links)
- Basic First Aid Certificate (you'll need to have this before you start)
- Able to perform all physical duties (with reasonable adjustments where required)

Desirable

- First-hand experience of Go Ape
- Previous instructional experience
- Live within 1 hours commute of site
- Coaching or training experience
- Marketing and sales experience
- Health & Safety experience
- Climbing / high ropes experience
- Practical DIY & maintenance skills
- Previous contact with corporate clients or school groups
- Computer literate

CONTRACT AND BENEFITS (THERE'S LOADS!)

Contract

Fixed term for one season - though returners are welcomed and encouraged (we have Tribe members in their 10th season!). The season runs February to October, with training commencing in January. Extensions for weekends and holidays may be offered

Rates of Pay

Rates as per the advert

Holiday Entitlement

28 days' holiday (pro rata) included in the hourly rate as above. Holiday pay will be specified separately on your payslip

Flexible Working Hours

A wide range of contracted hours available, both full and part time. Weekend and bank holiday are standard working days. Hours rostered by the Site Manager

Local Marketing Incentive

Attract customers to site and earn rewards for the team

Free Go Ape!

Immediate family, plus one go free - everyone else 20% off

More Free Go Ape!

10 additional free passes for you to give to friends and family

Adventure Fund

Up to £300 available to help make an adventure a reality

Naturally Powered Days

Sail the seas for free whilst assisting those with disabilities

Recruitment Referral

Recommend someone to join the Tribe and once they pass their review, you'll earn yourself a £20 voucher.

Pension Scheme

Employers contributions matched to 7%

Childcare support

Vouchers and nursery fee assistance

Discounts Retail & Leisure discounts, inc.

The North Face clothing

Give As You Earn

Do the right thing – donate to charity direct from salary whilst saving on tax and national insurance

Employee help line

Free confidential advice - Family, Health, Life, Money, Work

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!