

High Ropes Assistant

Norfolk Adventure at Holkham Hall

Job Description

Reports to: Site Manager

Location: Holkham Hall

Contract period: Seasonal

- **Pay** – (18-20) £6.42, (Over 21) £9.06
- **Working hours** – A range of contracted hours are available; weekends and banks holidays are counted as standard working hours and will be worked on a rota basis.

Job Role

High Ropes Assistant - operated by Norfolk Adventure.

Norfolk Adventure are responsible for the successful cycle and boat hire at Holkham. As a new addition, this summer we will be opening our new High Ropes course.

We are looking for enthusiastic and friendly people who have a positive work ethic, outstanding customer service skills as well as a love of the outdoors, to work on our new High Ropes course. You will have excellent communication skills and have an approachable manner to engage with and greet visitors to Holkham estate.

If you would like to be a part of this fun and hardworking team then please send a copy of your C.V and a covering letter to adventure@holkham.co.uk

Full training will be given and a good head for heights is needed.

Hourly rate: Over 21 £9.06, 18-20 £6.42

The assistant's role is to assist in the successful running of the site whilst helping to maintain the safety of themselves, colleagues and customers. This will involve ensuring that customers are fitted with the appropriate PPE correctly and help to minimise risk on the course by modelling and instructing good practice.

You will be required to work at height and therefore need to meet minimum Health and Safety requirements, including being 18 years of age. In addition, you will also be required to successfully complete the in house training with Norfolk Adventure.

Main duties and Responsibilities

Customer Service and General

- Welcome customers and help prepare them for the course, ensuring that they have a safe and positive experience.
 - Confirm participants have completed an acknowledgment of risk form and that assistants are aware of any existing medical information, ensuring privacy at all times.
 - Comply with company policies and procedures in regard to height, weight, age, medical conditions etc.
- Assisting with customer enquiries for course or general estate area and course bookings.
- Demonstrate safe operation of the course and equipment via the training site and briefing.
- Model and promote safe practice in using the course.
- Confirm participants understanding and competence before they start the course.
- Patrol the course:
 - Ensuring all participants are conducting themselves safely on and around the course, assist customers where necessary.
 - Ensure that zip landing sites and raked and dug to the correct standard.
 - Report and record any concerns.
 - Assist in keeping site free from litter.
- Do everything within reason to minimise customer complaints and maximise customer experience and satisfaction.

Health and Safety

- Comply with company Health and Safety policies, procedures and legislation.
- Ensure the safety of yourself, colleagues and customers at all times.
- Ensure the safe operation of the course, reporting any concerns directly to the Duty Manager.
- Reporting any concerns or faults to the Duty Manager immediately.
- Use equipment in a safe manner, complying with given training.
- Apply First Aid where necessary appropriate to your skill level.
- Report and record all accidents, incidents, near misses and rescues correctly.
- Carry out opening and closing site checks as well as monitoring site throughout the day for faults, record any findings and report directly to the duty manager.
- Ensure the correct fitting of appropriate PPE for customers.
- Inspect and maintain course PPE and other safety equipment ensuring that it is safe. Record any concerns or faults appropriately and inform duty manager directly where appropriate.
- Check surrounding site, trees, boundaries, paths, ensuring that they are in good order. Perform basic maintenance, appropriate to skill level, and log any concerns.

Person Specification

Essential

- Have a professional outlook where you are safety conscious at all times and are able to work under own initiative without supervision.
- To be punctual and have a high standard of care to own appearance and personal hygiene.
- Must love working in the outdoors and be prepared for all weathers.
- Have a good head for heights.
- Must be an enthusiastic and conscientious team player, able to work with other colleagues on course and surrounding estate in a dynamic business.
- Have high levels of energy and a cheerful, approachable disposition with the ability to work well under pressure.
- Able to demonstrate attention to detail and follow company policies and procedures at all times.
- A 'customer comes first' attitude with drive and enthusiasm to give all customers a positive memory that will last a lifetime!

Desirable

- Previous instructional and/or customer service experience.
- Climbing/high ropes background.
- First Aid qualification.
- Health and Safety experience.
- Computer literate.
- Training or coaching background/experience.