

Team member Person Specification

Job Title: Team Member (Full & Part Time roles available)

This fantastic role involves engaging proactively with our customers and maintaining good climbing practice in the centre. This role would suit someone who shares our values – making climbing accessible to all abilities and keeping the community at the heart of everything we do.

The ideal candidate must possess and demonstrate all of the essential criteria listed below, and would ideally possess the skills/traits/qualifications listed within the highly desirable and desirable sections of the specification.

Required Skills: **The following is a list of attributes we feel make a great Team Member; this list is not exhaustive, but gives you an idea of the kind of individuals we are looking for.*

Essential:

- Can work independently and as part of a team.
- To have a positive approach to dealing with customers.
- To be a proactive problem solver.
- Competent computer skills.
- Uphold our values of providing a safe, welcoming boulder centre for both new and experienced climbers.
- Can cope with high pressure situations (please provide an example within your covering letter).
- Happy to work in a range of different areas in the centre including reception, cafe, kitchen and general instruction.

Highly Desirable:

- National Governing Body Qualifications in Climbing. (Climbing Wall Instructor, Climbing Wall Development Instructor, Rock Climbing Instructor, Rock Climbing Development Instructor, Foundation Coach, Development Coach).

Desirable:

- Previous cafe/kitchen experience.
- Previous customer service experience.



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- First Aid qualification.
 - Personal climbing experience, or other health / fitness / sport interests.
 - D1 license.
 - Food Hygiene Level 2.
 - Competent using G-Suite.