

INSTRUCTOR - JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Instructor and Coach
Department:	Instructing
Reporting to:	Courses Managers
Responsible for:	Instructor Function
Rate:	DoE
Hours:	7hrs a week with opportunity for more

OVERALL PURPOSE

The post-holder will be contracted minimum 7 hours per week as an instructor specifically for Minis/Juniors/Seniors courses on Tuesday and Friday evenings. There is the opportunity to take extra Instructing sessions when available which will be paid at the hourly department rate.

The climbing instructor will be required to provide excellent customer service and climbing instruction/coaching to all levels of climbers, including differently abled persons, during assigned sessions in accordance with Castle's polices and course syllabuses and will be responsible for safety of all clients under their care. They will be expected to provide informed advice on Castle courses and products and be an advocate for the sport as a whole. It is expected that the climbing instructor will be able to provide instruction to all age range from 5 years and over.

SPECIFIC DUTIES:

INSTRUCTOR

- Provide quality instruction and learning experiences that help each student meet the objectives of the course in a fun, enthusiastic, and safe environment;
- To deliver climbing tuition, courses, coaching sessions in accordance with Castle's syllabus;
- Provide friendly, enthusiastic and efficient service for our customers;
- Be punctual, prepared and ready to work at the times agreed upon by you and the Courses Manager;
- Knowledge of health and safety within a climbing environment and the Castle Climbing Centre and strong commitment to highest standard of health and safety;
- Must consistently adopt industry best practice throughout;
- To be responsible for the use of climbing equipment, including pre-use checks of equipment;
- Checking in equipment after courses;
- Utilise the equipment provided correctly and safely at all times, and in accordance with Castle Health and Safety Policy and manufacturers' instructions;
- Working with the other Castle teams to provide friendly, efficient service for customers and staff;
- To attend regular staff meetings/workshop (minimum 3 a year);
- Conduct role to agreed standards;
- Climbing regularly outside

TEAM WORK

- Working collaboratively with the Instructing team, Duty Management, Shop, Reception, and Cafe to ensure the smooth operation of the centre

SUSTAINABILITY

- Carry out duties in accordance with the Castle Sustainability Policy.

This job description reflects some of the present requirements of the post (i.e. it is not exhaustive), and as duties and responsibilities change/develop, the job description will be reviewed and subject to amendment in consultation with the post-holder.

PERSON SPECIFICATION

This document sets out the skill, knowledge, experience and behaviors expected of this role.

This dual role demands the following blend of skills, experience, knowledge and behaviours and will be assessed by application letter, CV and/or interview/assessment as deemed necessary.

Essential	Desirable
<p>Skills</p> <ul style="list-style-type: none"> • Proven communication & team working skills • Climbing Wall Instructor or Rock Climbing Instructor Qualification – Assessed • Knowledge of best practice in climbing • Good problem solving skills • Good Communications skills – confident and articulate • Good ability to engage and encourage young people 	<ul style="list-style-type: none"> • Climbing Wall Development Instructor – Assessed • Foundation Coach Trained • Development Coach Trained working towards assessment
<p>Knowledge</p> <ul style="list-style-type: none"> • Understanding and application of best practice the Climbing Sports Industry • Broad knowledge of both Indoor and Outdoor climbing practices 	<ul style="list-style-type: none"> • Good knowledge of climbing wall industry trends • Up to date First Aid at Work qualification
<p>Experience:</p> <ul style="list-style-type: none"> • Experience of excellent customer service skills • Demonstrable communication & team working skills • Extensive experience within a Climbing Centre in a similar role as an Instructor • Climbing regularly outside • Demonstrable experience of working with children and young adults (5-16yo) 	<ul style="list-style-type: none"> • Experience working with and delivering to customers that are differently able

Behaviours: <ul style="list-style-type: none"> • Demonstrates the importance of good customer service, and aligns their attitude with the delivery of this • An ability to tailor teaching style to different audiences • Good problem solving skills • A dynamic individual with a 'can do' positive attitude and approach • Proactive and methodical with solution-oriented attitude • Demonstrates trust, openness and respect in dealing with staff and members of the public • Flexible approach to tasks and workload • Ability to work independently • Ability to multi-task 	<ul style="list-style-type: none"> • An appreciation of, and commitment to, the culture and values of The Castle Climbing
Other:	
<ul style="list-style-type: none"> • Willingness to work evenings and weekends 	

These are set out in the table below and referenced to the Castle's Competency Framework. There is a summary of each behavior included in the table but each specific behavior has level of performance expected included in brackets. These are detailed in the Castle Competency Framework document (attached)

Duty	Requirement	Competencies/ Behaviors	Description
Customer Service	<ul style="list-style-type: none"> • Ability to learn, retain and guide colleagues to provide information regarding customer services and processes; • Exhibit high quality communication skills for others to follow (i.e. clear, confident and constructive in communication); • Display a good level of empathy; 	Inspires (<i>Leadership</i>) Visionary (<i>Leadership</i>) Caring (<i>Leadership</i>) Resilient (<i>Leadership</i>) Delivering Advantage (<i>Leadership</i>)	<p>Inspires – At all levels, effectiveness in this area is about being clear on purpose – leading from the front – and communicating with openness, clarity, conviction and enthusiasm. It's about motivating and supporting principles of fairness, diversity and opportunity.</p> <p>Decisive – effectiveness in this area is about having a clear awareness of what's required of you and having a clear, sound plan to deliver it. This means being objective and exercising sound judgement. At all levels, it means showing clarity in thought, using evidence in evaluating options, and taking responsibility for your decisions.</p> <p>Visionary – effectiveness in this area means being able to see beyond the confines of your own role to the bigger picture vision of the Castle, and being willing to challenge to drive this vision forward. It also means listening to other, cooperating to reach agreement, and accepting</p>

	<ul style="list-style-type: none"> • Ability to challenge appropriately. 		<p>change – we are engaged in a collaborative exercise and we can only succeed if we are simultaneously bold in our outlook and open to other views.</p>
Communication	<ul style="list-style-type: none"> • Ability to communicate effectively and confidently across the business and with customers; • Able to use different techniques style to ensure effectiveness; • Ability to adopt/see perspective of others; • Ability to challenge and resolve conflict effectively 	<p>Inspires (<i>Leadership</i>) Decisive (<i>Leadership</i>) Caring (<i>Leadership</i>) Resilient (<i>Leadership</i>)</p>	<p>Caring – effectiveness in this area is about showing concern for colleagues, customers and the Castle. It is about taking an interest across the board, acting from principle and consistently taking account of your own actions & decisions on the well-being of others.</p> <p>Resilient – effectiveness in this area is about being motivated, committed and able to perform duties in all situations. Being able to maintain a personal conviction, professionalism and patience when faced with resistance and unforeseen problems/constraints will make you more effective in your role and more able to reflect calmly on/learn from past events.</p> <p>Risk – we must all promote and contribute to an organised, safe and secure environment if we are to protect the public and staff in delivering Castle services. This is a key responsibility. Effectiveness in this area means developing and practicing the skills and systems necessary for mitigating the various risks posed by our building and operations.</p> <p>Delivering Advantage – The Castle is an industry leader and its vision is to one of the World’s leading climbing walls. This can’t happen without constantly improving ourselves, the quality of the services we offer and the way we work while ensuring the value of our contribution. Effectiveness in this area means adapting and finding innovative solutions within resource/budgetary constraints, controlling costs and driving quality.</p>
Effective Administration	<ul style="list-style-type: none"> • Organized and methodical approach; • Ability to grasp detail and process complex information effectively; • Effectual decision making 	<p>Decisive (<i>Leadership</i>) Resilient (<i>Leadership</i>) Risk (<i>Leadership</i>) Delivering Advantage (<i>Leadership</i>)</p>	
Teamwork	<ul style="list-style-type: none"> • Strong interpersonal skills positively influencing colleagues; • Ability to establish and maintain professional relationships across different levels of an organization; • Receptive to challenge & feedback. 	<p>Inspires (<i>Leadership</i>) Decisive (<i>Leadership</i>) Visionary (<i>Leadership</i>) Caring (<i>Leadership</i>) Resilient (<i>Leadership</i>)</p>	

	<ul style="list-style-type: none">• Provide advice and good and constructive feedback to colleagues		
Sustainability	<ul style="list-style-type: none">• Commitment to following Castle Sustainability Policy.• Provide advice on best practice regarding Sustainable processes.	Visionary (<i>Leadership</i>) Caring (<i>Leadership</i>) Resilient (<i>Leadership</i>)	