

| JOB DESCRIPTION | |
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| POSITION | Treetop Extreme Instructor |
| REPORTING TO | Treetop Extreme Supervisor |
| REMUNERATION | £10.90 per hour (reviewed annually in April) |
| CONTRACT | Casual Worker Agreement |
| LOCATION | Willen Lake, V10 Brickhill Street, Milton Keynes, MK15 ODS |
| OBJECTIVES | <p>Responsible for ensuring that our customers have a safe, fun and memorable experience above all else.</p> <p>Projects a positive disposition towards all tasks appointed them</p> <p>Be a confident, personable character able to communicate and work effectively with all manner of customer</p> <p>Display excellent duty of care to all customers of Treetop Extreme and Willen Lake.</p> <p>Strong head for heights</p> |
| DUTIES | <p>To successfully complete the Treetop Extreme in-house training systems and maintain a high standard of operation in-line with Treetop Extreme safety and operational policy.</p> <p>To ensure thoroughness of work throughout all areas of the instructor position, most notably, attention to detail with regards to performing inspections and checks during day to day operations.</p> <p>Assist in maintaining a paper trail of training documents, inspection reports amongst other reporting aspects relevant to the operation of the site.</p> <p>To promote equality and ensure that all duties are carried out in accordance with our Equal Opportunities Policy.</p> <p>To occasionally work at the Treetop Reception window, to handle check ins, upgrades and walk on customers amongst other administrative tasks appointed them by the Treetop Management.</p> <p>To ensure cash handling procedures are being followed and carry out cashing up routine at the end of the day.</p> <p>To adhere to centre cleaning and site presentation processes.</p> <p>Ensure every customer at Willen Lake is afforded the best service we can reasonably provide.</p> <p>To undertake any other duties as required.</p> |
| EXPERIENCE, SKILLS AND ATTRIBUTES | <p>Essential</p> <p>An Enhanced DBS Check will be required</p> <p>Able to perform, sometimes testing work, while at height</p> <p>Excellent communication skills</p> |

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| | <p>Superb customer focused attitude</p> <p>Team player</p> <p>Happy to work outdoors and in all weathers!</p> <p>Desire to learn</p> <p>Desirable</p> <p>High ropes, climbing or industrial ropes access experience</p> |
| <ol style="list-style-type: none">1. This job description represents the usual duties and requirements of the position; however, the job holder may be required to carry out other duties in line with their capability, training and level of authority.2. The company reserves the right to change the job description in consultation with the post holder.3. The job description does not form part of the Contract of Employment | |