



**Job Title:** Abseil Duty Manager

**Reports to:** Operations Manager

**Location:** ArcelorMittal Orbit Abseil, Olympic Park, London

**Hour of work:** Casual, based on demand (Predominately Weekends)

**Rate of Pay:** £16 per hour + Holiday pay

**Job Purpose:**

To be responsible for ensuring the safety of Guests and Instructors at the Arcelormittal Orbit Abseil. To liaise with staff and customers, and coordinate the operation, in order to maximise the operational effectiveness of the attraction. To ensure the most positive experience for every visitor to the Arcelormittal Orbit Abseil through excellent customer service.

**Health & Safety Responsibilities**

- Assist with ensuring compliance with all health & safety matters as set out in W&S Operating Procedures.
- Assist with maintenance of health & safety logs as directed by Operations Manager.
- Assist with reporting of all accidents, ensuring all the correct paperwork is completed.
- Carry out daily site checks & report any variances to the Operations Manager.
- Oversee & ensure the correct rigging of the operation and safe delivery of the abseil.
- Oversee & ensure correct fitting procedures of PPE (Personal Protection Equipment).
- Assist with management of any rescues, incidents or accidents that occur.

**Principle Responsibilities & Duties**

- Liaise with Charity organisers / General Public
- To ensure disclaimers & waivers have been signed via Smartwaiver
- To deal with extraordinary client requests in a helpful manner
- Ensure other staff are similarly upbeat & helpful towards customers.
- Deal with any problems & issues as they arise and refer Operation manager if significant. Any customer queries and complaints are dealt with in a polite and professional manner
- Help create an entertaining, exciting and social environment in which daily activities are carried out.
- Uphold & enforce limitations and conditions to access, as set out in Company Operating Procedures (e.g. height restrictions, parent to child ratios)



## Customer Service & Personal Attributes

- A good communicator who remains calm under pressure
- Employ a friendly, helpful, 'can do' attitude towards all customers and other staff.

## Staff Management

- Lead & inspire the staff team, clearly demonstrating what you expect by setting a professional example.
- Maintain staff motivation through proactive listening & a positive attitude.
- Assist with staff communication, helping to make sure they are kept fully informed of any changes in Company Operating Procedures and Policies.
- Assist with the identification of any staff training requirements.

## Site Management

- Ensure all PPE is stored correctly, kept well-organised and prepared in advance wherever possible.
- Ensure standards of cleanliness & tidiness are maintained at highest possible levels.
- Keep abreast of all security issues & stay in regular communication with ArcelorMittal Orbit staff.

## Expertise

- Complete inhouse training and be signed off as competent by the W&S Technical advisor in the following areas
  - Personal safety
  - Clear understanding of the SOP's, EOP's and RA's
  - Correct fitting of PPE
  - Rigging
  - Delivery of the Abseil
  - Rescue procedures
- Understand full operational processes.
- An excellent awareness of Health and Safety and the ability to follow procedures.
- Be fully conversant with all abseil documentation.
- Ensure familiarity with the booking system and Smartwaiver.
- Be prepared to seek advice where necessary.

## Essential

- First Aid training
- Hold a valid certificate in one of the following:
  - Single Pitch Award
  - Rock Climbing Instructor Award
  - IRATA Level 1



- Climbing Wall Award with Abseil module
- An in-date, current DBS check. *(If you do not hold this then on completion of the training course, one will need to be obtained)*

### **Training**

A 3-day training course must be attended - all areas of the abseil and its delivery will be taught, and you must be at competent standard at the end of training for the W&S technical advisors sign off. *(This training day is paid at £50/day).*