

**Job Title:** Platform Instructor

**Reports to:** Operations Manager / Deputy Manager

**Location:** ArcelorMittal Orbit, Olympic Park, Stratford

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

**Rate of Pay:** £13 per hour + Holiday pay

### **Principle Responsibilities & Duties**

- Direct participants as required by Duty Manager.
- Liaise with Charity organisers / General Public.
- To assist the Duty Manager with the abseil rigging.
- To facilitate the abseils in a safe and efficient manner.
- To ensure disclaimers & waivers have been signed via Smartwaiver.
- To deal with extraordinary client requests in a helpful manner.
- To provide assistance to the Duty Manager with on the day administrative tasks.

### **Customer Service & Personal Attributes**

- Excellent customer service skills with proven customer service experience
- A good communicator who remains calm under pressure
- An enthusiastic and positive attitude
- Be able to work on own initiative & as part of a team
- Energetic, flexible attitude to work.

### **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 process.
- 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 2-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).*