

**Job Title:** The Dare Skywalk Drop Instructor

(Can be combined with Dare Skywalk Climb Guide role – see alternative job description)

**Reports to:** Operations Manager / Team Leader

**Location:** Tottenham Hotspur Stadium, North London

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

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

**Job Purpose:**

To be responsible for ensuring the safety and enjoyment of guests at The Dare Skywalk Drop by facilitating the Drop experience, with safety and customer service at the forefront. The Drop boasts heights of over 40 meters and is the ultimate descent from The Dare Skywalk.

**Principle Responsibilities & Duties**

- To facilitate the Drop in a safe and efficient manner.
- To provide a warm, courteous welcome to all attraction customers and build rapport with them throughout their experience.
- To assist the Team Leader with the Drop rigging.
- To deal with extraordinary client requests in a helpful manner, especially customers that are scared or apprehensive by the experience.
- To work collaboratively with THFC employees, who also work at the attraction.
- To ensure disclaimers & waivers have been signed.
- To provide assistance to the Team Leader 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 – willing to work outside in all weathers.
- Have a good head for heights – you need to be comfortable on the edge of an abseil platform that involves heights of over 40m!

**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 Drop
  - Rescue procedures
- Understand full operational process.
  - An excellent awareness of Health and Safety and the ability to follow procedures.
  - Be fully conversant with all Drop documentation.
  - Ensure familiarity with the booking system and Smartwaiver.
  - Be prepared to seek advice where necessary.

### **Essential**

- First Aid training
- Past Experience of related products (Whether this be Abseiling, Fan Drops, Zip Lines, etc.)
- 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 2-3 day training course must be attended - all areas of the Drop 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.