



Job Title: Rig Climb Duty Manager, Cutty Sark

Reports to: Senior Operations Manager

Location: The Cutty Sark, Greenwich

Hours of work: Part-time, predominately weekends and school holiday work (equivalent to 165 days per year, with possibility of increase)

Rate of Pay: Casual rate of £16/hour + Holiday Pay or contracted salary available

The Role:

Customer Service

- To manage the team providing guided tours with customers on the rigging of the Cutty Sark.
- To ensure all staff provide a warm, courteous welcome to all customers.
- To ensure disclaimers & waivers have been signed.
- To assist in the kit up and de-kit of participants.
- To deal with extraordinary client requests in a polite and professional manner.
- To provide assistance to the Senior Operations Manager with administrative tasks.
- Employ a friendly, helpful, 'can do' attitude towards staff and customers alike.
- Ensure other staff are similarly upbeat & helpful towards customers.
- Deal with any problems & issues as they arise and refer to Senior Operations Manager if required.
- 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 Operating Procedures (e.g. height restrictions, parent to child ratios).

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 Operating Procedures and policies.
- Assist with the identification of any staff training requirements.
- Assist with staff communication, helping to make sure they are kept fully informed of any changes in Operating Procedures and policies.
- In the absence of the Senior Operations Manager provide any first level disciplinary actions, if necessary.
- Ensure the attraction is fully staffed, instructing replacement Climb Guides in the event of sickness.



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 & in regular communication with Cutty Sark staff.
- Assist with monthly audit of all PPE.
- Assist with monthly PPE inspections.

Health & Safety

- 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 Operations Manager.
- Oversee & ensure correct fitting procedures of PPE (Personal Protection Equipment).
- Assist with management of any rescues, incidents or accidents that occur.

Essential Attributes

- Previous management experience
- Previous knowledge of PPE Management
- Be able to use initiative & be self-motivated
- 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.
- Enjoy working outdoors and at height.
- IT literacy.
- An in-date, current DBS check (*Issued within 3 months prior to start date, or registered with the update service. If you do not hold this then on completion of the training course, one will need to be obtained*)

Desirable Attributes

- Previous experience managing an attraction.
- Previous Tour Guiding experience.
- Outdoor adventure experience and qualifications.
- Knowledge of rescue techniques and equipment.
- First Aid training (A suitable outdoor First-Aid qualification).

Other Desirable Expertise

- An excellent awareness of Health and Safety and the ability to follow procedures.
- To be knowledgeable in PPE requirements and its use.



- To be proficient in all aspects of the Rescue process and be able to assist when required.

Training / Selection Process

We will provide all the training that you require to kickstart or boost your outdoor career. The training is unique to the Cutty Sark rigging climb and is suitable for any level of outdoor experience, from qualified seasoned professionals to entry level outdoor enthusiasts. The training course is an intensive 2-week course and with start date TBC, but likely to be in March 2022. **You must be able to attend the training course to be considered for this role.**

How the Training Course / Selection Process will work:

- Pre-Learning packs sent out on acceptance of job for home learning.
- A combination of classroom and practical learning onsite at the Cutty Sark.
- Shadow and mentored climbs with the assistance of current staff.
- A written and practical exam – both of which must be passed in order to take up the terms of registration.