



Job Title: Rig Climb Front of House, Cutty Sark

Reports to: Duty Manager / 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 £11/hour + Holiday Pay, or contracted salary available

Principle Responsibilities & Duties:

- To provide a warm, courteous welcome to all customers at the Cutty Sark Rig Climb.
- To ensure disclaimers & waivers have been signed.
- To deal with extraordinary client requests in a helpful manner.
- To provide assistance to the Duty/Operations Manager with administrative tasks.
- Possibility for training similar roles at other locations for the right candidate.

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.

Essential

- 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 training, one will need to be obtained*)
- Excellent customer service skills with proven customer service experience.

Desirable

- First Aid training (A suitable outdoor First-Aid qualification)
- Previous experience of outdoor activity settings

Training / Selection Process

We will provide all the training that you require to undertake this role. The training is unique to the Cutty Sark Rig Climb and is suitable for any level of experience. The training and start date are likely to be to be in March 2022. **You must be able to attend the training to be considered for this role.**