



**Job Title:** Rig Climb Guide, 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 £13/hour + Holiday Pay, or contracted salary available

**Principle Responsibilities & Duties:**

- To run guided tours with customers on the rigging of the Cutty Sark.
- To provide a warm, courteous welcome to all customers.
- 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.

**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.
- Enjoy working outdoors and at height.

**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.

**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 the training course, one will need to be obtained*)

**Desirable**

- First Aid training (A suitable outdoor First-Aid qualification)
- Previous Tour Guiding experience
- Outdoor adventure experience and qualifications



## 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.