



Job Title: Climb Guide

Reports to: Operations Manager / Team Leader

Location: Tottenham Hotspur Stadium, North London

Hour of work: Casual / Fixed Term Contracts. Weekends & School Holidays

Rate of Pay: Casual Rate - £12 / Hour + Holiday Pay. Fixed Term Contract - £23,686 (Pro-Rata)

Job Purpose:

To be responsible for ensuring the safety and enjoyment of Guests at an adventurous roof walk attraction. You will be expected to run world-class guided tours with a group of customers, being responsible for harness fitting, safety rail attachments and movement around the attraction that boasts heights of over 40m! Throughout the tour your job will be to provide interesting and informative information on the attraction and the sights, ensuring a positive experience for every visitor through excellent customer service. Experience & Skills dependent you will be expected to also work on the abseil platform facilitating the Drop experience.

Principle Responsibilities & Duties:

- To run adventurous guided tours with customers up and around an exposed roof edge, of a stadium in North London.
- To facilitate the Drop in a safe and efficient manner (*Experience & Skills Dependant*)
- To provide a warm, courteous welcome to all attraction customers and build rapport with them throughout their experience.
- To ensure disclaimers & waivers have been signed.
- 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 provide assistance to the Team Leader / Attraction 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 – willing to work outside in all weathers
- Have a good head for heights – the attraction involves guiding clients around a walkway and being on the edge of an abseil platform that involves heights of over 40m!



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. *(If you do not hold this then on completion of the training course, one will need to be obtained)*
- Must be available to work weekends and school holiday times (Easter Holidays, Summer Holidays etc.).

Desirable

- First Aid training (A suitable outdoor First-Aid qualification)
 - If you do not hold a suitable First Aid qualification, then a 2-day First Aid course will be provided during the training.
- Previous Tour Guiding experience
- Previous experience in abseiling or controlled drops

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 attraction and is suitable for any level of outdoor experience – right from qualified seasoned professionals to entry level outdoor enthusiasts.

How the Selection Process will work:

- Pre-Learning packs sent out on acceptance of job for home learning.
- A mandatory 2–3-week training course must be attended (This is a mixture of classroom-based learning, shadow & mentor climbs and is spread over the period 7th Mar – 25th Mar. The training is designed to work around your current schedule)
- A written and practical exam, which both must be passed in order to take up a contract.