



**Job Title:** Ground Crew + Equipment Assistant (Kit Help)

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

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

**Hours of work:** Casual, based on demand (Predominately Weekends & Holidays)

**Rate of Pay:** £9.90 per hour + Holiday pay

**Job Purpose:**

To be responsible for ensuring the safety and enjoyment of Guests at an adventurous roof walk and descent attraction. You will be expected to detach customers from the Edge descent lines, de-kit and escort customers back to Basecamp, ensuring a positive experience for every visitor through excellent customer service. To also assist with customer equipment and kit distribution in a fast-paced, pre-climb Basecamp area.

**Principle Responsibilities & Duties:**

- To assist with climb kit up, equipment distribution and customer logistics within the 'Basecamp' facility.
- Greet customers as they reach the ground after their controlled drop and detach them from the ropes
- Ensure a smooth de-kit process, reuniting customers with personal belongings and removing all climb equipment.
- To deal with extraordinary client requests in a helpful manner.
- 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.

**Expertise**

- Complete at least one controlled lower to familiarise yourself with the customer journey
- Understand full climb and Edge process.
- 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.
- Be fully conversant with all operational documentation.
- Be prepared to seek advice where necessary.

### **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)*
- You must be 18 years old to apply for this position.

### **Desirable**

- First Aid training
- Previous experience fitting harnesses and the use of PPE.

### **Training**

A 1-day training course must be attended, this is suitable for any level of outdoor experience – right from qualified seasoned professionals to entry level outdoor enthusiasts.

### **Progression Opportunities**

There may be opportunities to work at our different sites in a similar position; in particular the London Abseil in the Stratford Olympic Park. Also, there are routes of progression into the Climb Guide role where appropriate.