



Job Title: Up at the O2, Climb Guide

Reports to: Operations Manager / Deputy Manager

Location: Up at the O2, North Greenwich

Hour of work: Part-time / Casual - predominately weekend and school holiday work with the option of Fixed Term summer contracts for right candidate.

Rate of Pay: £12/hour + Holiday Pay

Principle Responsibilities & Duties:

- To run guided tours with customers over the roof at Up at the O2.
- To provide a warm, courteous welcome to all Roof Walk 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.

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)*

Desirable

- First Aid training (A suitable outdoor First-Aid qualification)
- Previous Tour Guiding experience

Training / Selection Process – We will provide all the training that you require to kickstart or boost your outdoor career. The training is unique to Up at the O2 and is suitable for any level of outdoor experience – right from qualified seasoned professionals to entry level outdoor enthusiasts.



How the Training Course / 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 1st - 23rd March. 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.