



**Job Title:** Climb Guide

**Reports to:** Team Leader/Head of Operations

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

**Hours of work:** Casual – mainly weekends & school holidays. Contracted positions may be available for right candidates

**Rate of Pay:** Casual Rate - £12.73 / hour + Holiday Pay.

**Overview:**

Are you a thrill-seeker looking for your next adventure? Do you love meeting new people and sharing your passion for heights and stunning views? Join our dynamic team of guides at The Dare Skywalk and become part of an exhilarating experience that our customers will never forget! As a guide, you'll play a crucial role in ensuring the safety and enjoyment of our guests as they embark on a heart-pumping 42m rooftop climb at Tottenham Hotspur Stadium. You'll lead guided climbs, fitting harnesses and safety rail attachments, and expertly navigating customers around the walkways.

But it's not just about safety – it's also about creating an unforgettable experience for our visitors. You'll deliver engaging tours, sharing fascinating information about the stadium and the jaw-dropping skyline views on offer. Your infectious enthusiasm and excellent customer service skills will guarantee a positive experience for every guest. And if you have the experience and skills, there may be an opportunity to work on the abseil platform, facilitating The Edge – a controlled rate descent from the stadium roof. So if you're ready to take on a challenge, meet new people, and experience the rush of adrenaline every day, apply now to join our team at The Dare Skywalk!

**Principle Responsibilities & Duties:**

- To run tours with customers, guiding them in climbing up and around the Tottenham Hotspur Stadium roof
- 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 who may be scared or apprehensive about the experience.
- To work collaboratively with Tottenham Hotspur employees, who you will be working alongside at The Dare Skywalk.
- To facilitate The Edge controlled rate descent in a safe and efficient manner (*experience & skills dependent*)
- To provide assistance to the Team Leader / Operations Managers 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
- Comfortable working at height – the attraction involves guiding customers around an exposed walkway and being on the edge of an abseil platform at 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 – we can assist you with an application)*
- Must be available to work weekends and school holiday times (Easter Holidays, Summer Holidays etc.).
- Must be available for training period (details below)

### 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 descents

### Selection Process & Training

Suitable applicants will be invited to attend an interview, and those successful will be invited to join the training for the role, which must be passed to take up the position.

Training Course information:

We will provide training that is unique to The Dare Skywalk. Pre-training learning packs will be sent out in advance of training for home learning.

All areas of The Dare Skywalk and its delivery will be taught, and you must be at a competent standard at the end of training, passing both the written and practical assessments, to receive W&S sign off and take up a contract.

The training course is on site at Tottenham Hotspur Stadium. And will be scheduled to start on Monday 4th December, with full schedule to be confirmed before interviews are held.

The training days are the compulsory training for which you would need to be available. You would also be required to complete 12 training climbs in your own time between the initial training days and your assessment date.

Training is paid up to a maximum of 80 hours - this is paid via payroll and only upon successful completion of the training and assessment.

Applicants must be at least 18 years of age as of 1<sup>st</sup> December 2023.

Apply at [www.wireandsky.co.uk/careers](http://www.wireandsky.co.uk/careers)