



Job Title: Climb Guide

Reports to: Duty Manager/Operations Manager

Location: The Principality Stadium, Cardiff

Hours of work: Full-Time (35 hours/week), Part-Time and Casual positions available

Rate of Pay: FT £22,156.33/annum (Pro-Rata for PT), Casual Rate - £12.73/hour + Holiday Pay.

Overview:

Wire and Sky is partnering with the Welsh Rugby Union to bring a multi-million-pound new rooftop climb and zip wire attraction to the Principality Stadium. Fans will be able to experience the stadium from a whole new perspective, as well as take in the spectacular city panorama, at this all-new rooftop adventure.

We are looking for an adventurous and enthusiastic team to help launch and deliver this attraction in early 2024. Join our dynamic team at this brand-new attraction and deliver an exhilarating experience that our customers will never forget!

As a climb guide, you'll play a crucial role in ensuring the safety and enjoyment of our guests as they embark on a heart-pumping rooftop climb at The Principality Stadium. You'll lead guided climbs, fitting harnesses and safety rail attachments, and expertly navigating customers around the rooftop walkways.

Your number one priority will be to deliver a safe experience for all participants. You'll create an unforgettable experience for our visitors, delivering engaging tours, sharing interesting and engaging information about the stadium and the awesome 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 or zip line platforms, facilitating these adrenaline-filled activities which customers can add on to their climb.

So, if you're ready to embrace the challenge, and be part of an extraordinary team in an extraordinary setting, we want you! Join us and let's elevate the adventure to new heights together.

Responsibilities and Duties:

- To run tours with customers, guiding them in climbing up and around the Principality 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 requests in a helpful manner, especially customers who may be scared or apprehensive about the experience.



- To work collaboratively with Principality Stadium employees, who you will be working alongside at this experience.
- To facilitate controlled rate descent and zipline in a safe and efficient manner (*experience & skills dependent*)
- To provide assistance to the Duty Manager / Operations Manager as directed.

Specific Role Requirements:

Essential Skills:

- 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
- Comfortable working outdoors and at height
- 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.
- First Aid and DBS certificate (if not currently held can be obtained on successful application and completion of training)

Desirable

- Previous Tour Guiding experience
- Previous experience in climbing abseiling, controlled descents or zipline operations

Interview and Selection Process

Applications will be reviewed as received, and we reserve the right to withdraw the vacancy at any time. Early applications are strongly advised.

Please note, applicants must be over 18 and have permission to work in the UK.

Successful applicants will be required to undertake training in early 2024. Any training dates will be advised to you when job offers are sent out, and the training must be passed successfully in order to take up this position.

For any questions, please email us using recruit@wireandsky.co.uk or call on 0203 198 0407.