

## Job Description

**Post Title:** Senior Climbing Officer  
**Grade:** HSV5 (with incremental uplift after successful passing of 6 month probation period)  
 + Performance Related Pay (PRP)  
**School/Department:** University of Hertfordshire Sports Village, Operations  
**Responsible to:** Climbing Manager  
**Responsible for:** Climbing Instructors and Assistants

## MAIN PURPOSE OF THE JOB

The Senior Climbing Officer will assist the Climbing Manager in the safe and successful running and development of the climbing programme.

The Senior Climbing Officer will demonstrate a Service Excellence mindset by providing a consistent, efficient, high quality and customer-oriented service to all customers of the Sports Village through implementation of agreed operating procedures and standards, ensuring that the customer is at the heart of every decision.

## RESPONSIBILITIES AND DUTIES

### Service Delivery and Development

Co-ordination of NICAS programme including developing and maintaining lesson plans together with supervising staff to ensure sessions are delivered to a high standard.

Maintaining NICAS administration including candidate management, CPD seminars and inventory ordering.

Management and administration of all climbing enquiries including NICAS bookings, courses, group bookings and general enquiries. Ensuring procedures are accurately adhered at every stage and supporting other key departments e.g. Reception to provide a seamless customer journey.

Delivery of (but not limited to) competency tests, small group sessions, inductions, NICAS sessions, School groups, one to ones. To deliver the highest levels of instruction progressing and engaging with climbers of all levels and backgrounds to actively support those from under-represented groups.

### Service Excellence

To embrace a Service Excellence mind set, demonstrating our values, standards and behaviours towards both colleagues and customers.

Upholding our values at all times and provide correct and up to date information.

To prioritise delivering an exceptional experience to every customer, every time.

To adopt a positive mind set and commit to continuous improvement through giving, welcoming and responding to colleague and customer feedback.

### Team Support

Support the Climbing manager in maintaining good practice across all areas of wall operation.

Provide significant support and deputise for the Climbing Manager taking responsibility for areas of the business.

Lead confidently on all areas of the JD with little or no support from Climbing Manager.

Support the Climbing Manager in equipment audits.

Support the climbing team with additional signposting and source of updates for the wall.

Support the team with assistance with shifts and work rotas.

### Health and Safety

Ensure climbing area facilities are clean, safe and welcoming and comply with relevant health and safety legislation and guidelines at all times.

Monitor and guide the activities of users to endeavour to improve experience by preventing injury, misuse and damage to facilities, equipment or other people.

Attend training sessions as detailed in emergency and operating procedures.

To maintain and retain all relevant qualifications, training and certificates as required.

### Route Setting

Assist in the provision of route setting in line with industry legislation, procedures and standards, agreed facility targets and customer expectations.

## OTHER TASKS

To contribute positively to the development of the wider UH Sport and Hertfordshire Sports Village business.

Undertake any tasks or additional responsibility that the Director of Sport may deem appropriate to the level of the post.

## STAFF MANAGEMENT DUTIES

1. Oversight of staff issues for those within the allocated group including excellent people management, appointment, probation, appraisal, development, promotion and progression, review of performance according to policies and procedures agreed by the University
2. Maintenance of records of staff development activities
3. Oversight and monitoring of staff workloads in order to ensure an equitable distribution of staff loadings across the staff group and the most effective use of staff resources
4. Ensuring talented staff in the groups are recognised, rewarded and retained so ensuring that suitable succession plans are in place
5. The visible commitment, management and maintenance of high standards of safety throughout their domain commensurate with current Health and Safety legislation and with the University's Health and Safety policy
6. Identify achievable equality goals

## SUPERVISION RECEIVED

The Senior Climbing Officer will report to the Climbing Wall Manager who will provide regular informal meetings and supervision, annual appraisal and reviews. The level of this post requires the Senior Climbing Officer to work under their own initiative.

## **SUPERVISION GIVEN**

The Senior Climbing Officer will provide supervision and support to all climbing instructors and assistants. The Senior Climbing Officer will be required to deputise for the Climbing Wall Manager when required or appropriate.

## **RESPONSIBILITY FOR BUDGETS**

None

## **RELATIONSHIPS/CONTACTS**

- Internal:** All customers and potential customers of the Sports Village; HSV colleagues; staff from different areas within the company; staff within the University including academics, management, support services and subsidiary companies; staff from the PFI partner company (Pinnacle); other internal suppliers of services.
- External:** Clubs, organisations and individuals who use or could use the facilities and services. Customers from the community, businesses and business organisations, local authorities, including education and leisure services, external agencies and suppliers, professional and amateur sports clubs and organisations, local and national media.

## **TERMS AND CONDITIONS OF EMPLOYMENT**

### **Conditions of service**

Hertfordshire Sports Village and other sports activities within the University of Hertfordshire are managed by Polyfield Property Ltd., which is a wholly owned subsidiary company of the University of Hertfordshire. The terms and conditions of employment are reviewed by the Board of Polyfield Property Ltd.

### **Hours of Work**

This post is a part time position (0.4 FTE) consisting of 16 hours per week. Actual working hours will vary as per business requirements. This position requires the post holder to be flexible and when necessary, support the staff on shift, at times offering cover, which may include early mornings, evenings, weekends and bank holidays. Time off in lieu (at flat rate) is given for hours worked in excess of the standard week.

### **Annual Leave**

The annual leave year runs from 1<sup>st</sup> October to 30<sup>th</sup> September. Staff are entitled to 23 working days paid holiday (pro rata for part time contracts) during the course of the holiday year. After two years continuous service, holiday entitlement will increase to 24 days and after four years an additional 2 days are awarded. Time off in Lieu will be awarded (at flat rate) for hours worked on bank holidays.

### **Salary: HSV5 (with incremental uplift after successful passing of 6 month probation period) + Performance Related Pay (PRP)**

An annual pay increase to recognise the cost of living/inflation will be paid subject to approval by the Board of Polyfield Property Ltd. The post is subject to performance review and may qualify for a performance related bonus after completion of a probationary period. Salaries are paid in arrears by credit transfer to a named bank or building society

### **Pension**

The Company will comply with any automatic enrolment duties it may have in respect of you under part 1 of the Pensions Act 2008. The Company is currently using the National Employment Savings Trust (NEST) pension scheme in respect of these duties. Membership of the scheme is strictly subject to the rules of the scheme which may be amended from time to time. If you are enrolled into the NEST pension scheme, the Company shall be entitled to deduct from your salary any amounts payable by you as

member contributions. The Company reserves the right to vary or discontinue any scheme in place from time to time.

### **Additional Benefits**

Staff are welcome to use the facilities at Hertfordshire Sports Village in accordance with our staff usage policy. Staff may also nominate one person to receive a discounted membership.

A uniform is provided for all appropriate staff.

As a subsidiary company of the University of Hertfordshire staff may utilise all benefits open to UH staff, this includes access to catering outlets and Learning Resource Centre, discounted travel on Uno buses, access to discounted nursery facilities. Staff may also access courses run by the Staff Development Unit, University and Associated Colleges, assuming this does not conflict with requirements of your post.

There is a sick pay/sick leave scheme in operation.

### **Disclosure & Barring Service (DBS)**

#### **This post is exempt under the Rehabilitation of Offenders Act 1974**

The University requires that the successful applicant who is offered employment will be subject to a criminal record check from the Disclosure & Barring Service before the appointment is confirmed. An Enhanced Disclosure will be required, and this will include details of cautions, reprimands, or final warnings, as well as convictions. The University of Hertfordshire complies with the 'Code of Practice for Registered Persons and other recipients of Disclosure Information'. DBS Checks may be renewed in line with policy.

### **Overseas applicants and UK applicants who have lived abroad**

Successful applicants who have lived outside the UK, for 12 months or more (whether continuously or in total), in the last 10 years, will be required to produce a 'Certificate of Good Character/Conduct' from each of those countries.

This document outlines the duties required, for the time being, of the post entitled Senior Climbing Officer to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and the Climbing Wall Manager may vary duties, from time to time, which do not change the general character of the job or the level of responsibility entailed.

## PERSON SPECIFICATION

**Post Title:** Senior Climbing Wall Instructor

<b>Education &amp; Qualifications</b>	
Educated with a minimum of A-level's/BTEC National Diploma or equivalent or substantial experience in a professional and/or administrative work environment	Essential
Climbing Wall Instructor (CWI, formally known as CWA) or Rock Climbing Instructor (RCI, formally known as Single Pitch Award SPA) qualification	Essential
First Aid at Work certificate or ability to pass in first 3 months of employment	Essential
Mountain Training Foundation or Development Coach Training or Award	Desirable
Mountain Instructors Award (MIA)	Desirable
Degree or relevant Outdoor Education related qualification	Desirable
National Governing Body Sports Injury qualification	Desirable
National Governing Body short module awards ie Safeguarding and Protecting Children, Equality and Diversity.	Desirable
<b>Experience</b>	
Proven experience of instructing climbing since achieving RCI/CWI qualification	Essential
Experience of instructing climbing to a variety of age groups and ability levels	Essential
Experience of working in a customer interface environment.	Essential
Experience of coordinating and delivering sports development programmes, preferably in a climbing environment	Desirable
Experience of maintaining and conducting regular safety checks relevant to climbing equipment	Desirable
Experience of working with school groups, clubs and community organisations preferably in a climbing environment	Desirable
Experience of supervision of staff	Desirable
Event and activity management experience	Desirable
<b>Knowledge</b>	
A thorough knowledge of climbing equipment	Desirable
A thorough knowledge of health and safety and the rules and regulations relating to the use of climbing walls and associated equipment	Desirable
Excellent IT skills including Word, Excel and ideally Access and PowerPoint (or equivalent)	Desirable
A good understanding of health and safety legislation, procedures and good practice	Desirable
A knowledge/understanding of risk assessments	Desirable
<b>Skills &amp; Abilities</b>	
Excellent interpersonal and communication skills	Essential
Excellent customer service and provision	Essential
Excellent organisational skills with good attention to detail	Essential
Able and willing to be flexible about working hours and days to meet the varying demands of the post	Essential
Logical and methodical way of working	Essential
Self-motivated	Essential
Able to work on own initiative and as part of a team	Essential
Ability to work under pressure	Essential
Ability to maintain satisfactory personal levels of fitness consistent with the effective undertaking of duties	Essential
<b>Our Values</b>	
Always demonstrates our WELCOMES values: Welcoming	

Extra Mile  
Leadership  
Consistency  
Open & Honest  
Memorable  
Enthusiastic About Continuous Improvement  
Sport First