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|---|--------------------------------|---------|
| <b>Post Details</b>   | <b>Last Update: 06/07/2021</b> |         |
| <b>Job Title:</b>   | Climbing Duty Officer          |         |
| <b>Job Family &amp; Job Level</b>   | Operations                     | Level 2 |
| <b>Responsible to:</b>  | Climbing Duty Supervisor       |         |
| <b>Responsible for:</b>   | n/a                            |         |
| <p><b><u>Job Purpose Statement</u></b></p> <p>As a Climbing Duty Officer, you will ensure the high standards of the climbing centre are maintained and all users are offered exciting and challenging routes to climb, in a friendly and welcoming environment. You will provide supervision and advice to individual and group climbers as required, including coaching the Youth Performance Squad. As the role progresses, there may be opportunities to take on extra responsibilities in route-setting.</p>  |                                |         |
| <p><b><u>Problem Solving, Accountability and Dimensions of the role</u></b></p> <p>The post holder is expected to work with minimum daily supervision but with clear guidance from the Climbing Duty Manager, to deliver a high a quality operation and service within the SSP. The post holder will organise and prioritise their work within an established operating environment.</p> <p>Working within an established team, each Duty Officer will be given key area of focus, as decided by the Climbing Duty Supervisor, and will work to develop and maintain their own area of responsibility. All team members will be expected to assist others within the department to help keep up the expected standards, and achieve the objectives of Surrey Summit, as well as the organisation. Good communication skills will be required on both an internal and external basis, as the post holder will be required to share information with other departments, as well as members, and visitors to Surrey Summit.</p> <p>Instructing individuals and groups, the post holder is expected to educate users how to operate safely on the wall, therefore Climbing Duty Officers need to apply a good level of technical and working knowledge of climbing. As well as instructing, the post holder will also deal with a variety of routine tasks and preparation activities. On a day-to-day basis, appropriate courses of action will often be a matter of choice, influenced by prior exposure and through reference to well-defined procedures. Only unusual problems or issues to be escalated should be referred to the Climbing Wall Manager; other Duty Officers may be able to offer advice or guidance. However, the post holder should communicate any suggestions for improvements or changes to their line manager.</p> <p>The post holder is expected to provide a strong guest-orientated service therefore, it is vital for the post holder to keep up to date with any health and safety changes in relation to climbing. In addition to this, the role requires the individual to familiarise themselves with any programme activities/events running within Surrey Summit, in order to provide guests with accurate information. The post holder is expected to provide a quality and professional service, as their role directly impacts upon the external perceptions of the SSP.</p> <p>As part of a team, the post holder is responsible for maintaining a safe environment within the Climbing Centre by complying with the necessary Health and Safety requirements and ensuring that users are aware of the guidelines in place. The post holder is expected to provide a quality and professional service, as errors in judgement or failure to carry out a particular task could place the personal safety of those operating within the Climbing Centre at risk, equipment being damaged and/or the reputation of the SSP being affected. The post holder will need to show awareness of these potential issues and demonstrate knowledge of how to prevent them, through their actions.</p> <p>Whilst the post holder does not have any direct supervisory experience, they are required to support the instructors in adhering to NOPs, use best safe practice, and keep their knowledge up to date. The post does not hold any budgetary responsibility but will be expected to work towards the objectives of Surrey Summit, to include financial targets.</p> <p><b><u>Background Information/Relationships</u></b></p> <p>Surrey Sports Park is at the heart of sport and physical activity in Surrey, and our mission is to deliver the best possible sport, health, and wellbeing experience to our University of Surrey students and to the wider SSP community. We provide strategic added value to the University by delivering an outstanding student experience through social and competitive sport and providing an excellent environment for wellness and fitness for Surrey staff and students, and our community impact is significant both culturally and physically. The team is passionate and high performing, and the business model requires us to deliver a self-sustaining, well managed and customer service focused business.</p> <p>The post holder will work closely with all Sports Park staff and both internal and external guests.</p> |                                |         |

This job purpose reflects the core activities of the post. As SSP and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. SSP expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.

**Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

| <b>Qualifications and Professional Memberships</b>  | <b>Essential/ Desirable</b> |                  |
|---|-----------------------------|------------------|
| CWI, SPA CWA, CWLA or other NGB Climbing Qualification  | E                           |                  |
| First Aid Certificate   | E                           |                  |
| <b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed).  | <b>Essential/ Desirable</b> | <b>Level 1-3</b> |
| Experience of working within the climbing or alternative sports industry.   | E                           | 2                |
| Experience of taking a pro-active approach towards customer service with demonstrable experience of dealing with the general public   | E                           | 1                |
| Excellent verbal and written communication skills   | E                           | 1                |
| Practical knowledge of health and safety issues and their implications for the operation of a climbing centre   | E                           | 1                |
| Self-motivated and committed with high standards of performance   | E                           | 1                |
| You must have a broad knowledge of climbing best practice and current industry standards, including but not limited to: NICAS; qualifications; equipment; best practice   | E                           | 1                |
| Experience of working as part of a team   | D                           | 1                |
| Familiarity with Microsoft Office, email, the internet and databases.   | D                           | 1                |
| Experience of route setting and wall maintenance  | D                           | 1                |
| <b>Special Requirements:</b>  | <b>Essential/ Desirable</b> | <b>Level 1-3</b> |
| To work during unsocial hours, including early mornings, late evenings and at weekends.   | E                           | n/a              |
| Disclosure & Barring Service Clearance  | E                           | n/a              |
| <b>Core Competencies</b> This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade. |                             | <b>Level 1-3</b> |
| Communication   |                             | 1                |
| Adaptability / Flexibility  |                             | 1                |
| Customer/Client service and support   |                             | 1                |
| Planning and Organising   |                             | 1                |
| Teamwork  |                             | 1                |
| Continuous Improvement  |                             | 1                |
| Problem Solving and Decision-Making Skills  |                             | 1                |
| Leadership / Management   |                             | 1                |
| Creative and Analytical Thinking  |                             | 1                |
| Influencing, Persuasion and Negotiation Skills  |                             | 1                |
| Strategic Thinking  |                             | n/a              |

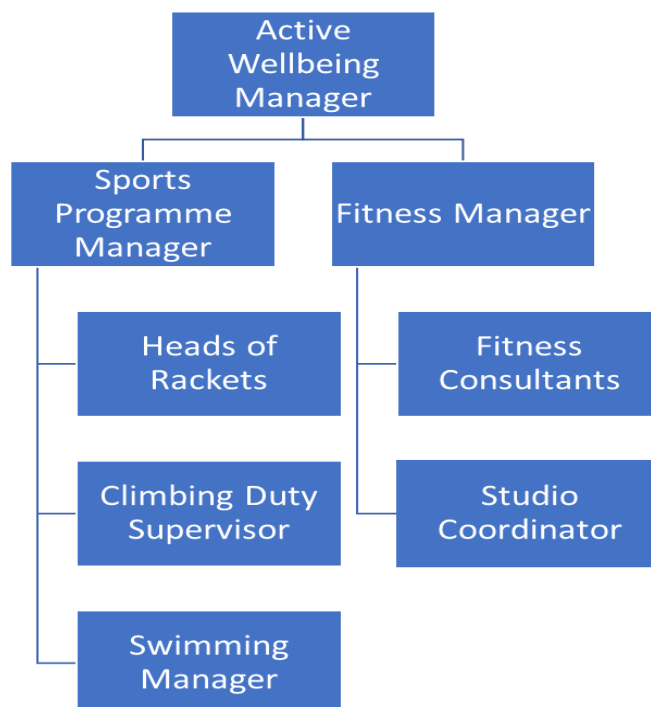
## Organisational Information

### All staff are expected to:

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the Surrey Sports Park Equal Opportunities Policy.

Help maintain a safe working environment by:

1. Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
2. Following local codes of safe working practices and the Surrey Sports Park Health and Safety Policy.
3. Excellent environmental performance is a strategic objective for the Surrey Sports Park. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
4. Undertake such other duties within the scope of the post as may be requested by the Climbing Centre Manager, or Climbing Centre Senior Coach.



### Key Responsibilities

This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) and should be read in conjunction with the accompanying Job Purpose.

1. Deal with inquiries from all users taking a pro-active approach to customer service to ensure a friendly and welcoming environment.
2. Give advice on the courses, training programmes and routes offered at the Surrey Sports Park Climbing Centre, and have a working knowledge of the full range of programmes and sports offered by Surrey Sports Park and assist the Climbing Program Management team with bookings and the implementation of the casual climbing program and events.
3. Carry out development projects for the Climbing Centre, as agreed with the Climbing Centre Manager and/or Program Manager.
4. Carry out competency-based assessments for new users registering at the centre for the first time, and then provide supervision in the climbing areas, promoting best practice and safe use by users.
5. Ensure the highest standards of health and safety are maintained in the climbing area with regards to the fabric of the building, the Artificial Climbing Structure (ACS) and any equipment. Carry out daily, weekly, and monthly checks, reporting any defects or faults. Carry out remedial action where appropriate.
6. Assist the Climbing Wall Manager with routine maintenance around the centre to ensure a safe and environment for both staff and customers.
7. Assist with the route setting program, setting routes/boulder problems as required and maintaining the grade cards, by ensuring grades are accurate and information is always clear and up to date.

**N.B. The above list is not exhaustive.**