



Course Instructor Job Description

Reports to: Site Manager
Locations: Rock Creek Regional Park in Rockville, Maryland
or
Freedom Park in Williamsburg, Virginia
Position: Seasonal full and part time positions offered

Summary

The instructor's role is to assist in successfully running the course and meeting targets. This may include any aspect of course operation including equipment, facilities, health and safety, guest-care and administration.

Responsibilities:

Health and Safety

At all times, and in accordance with company procedures and training:

- comply with all health and safety policy, measures and legislation
- follow all Health and Safety procedures and safe systems of work
- ensure your own safety and those with whom you are working
- use equipment in a safe manner as trained
- ensure the safe operation of the course
- maintain the security of course, cabin and equipment
- assist with Risk Assessments and Method Statements where required
- apply first aid when necessary and appropriate to your skill level
- report and record all accidents, significant incidents and rescues correctly
- report all safety matters to the Course or Duty Manager
- keep up to date with the first sight file
- carry out course checks during the daily opening and closing of the course and record findings

Personal Protective Equipment (PPE)

- check PPE each time it is issued to and returned by a guest
- fit and remove guests' PPE correctly
- fit chest harnesses where appropriate
- inspect and maintain course, PPE and other safety equipment, ensuring it is in good order
- ensure course PPE is correctly serviced, reporting all faults where found
- maintain the PPE and equipment records as required

Financial Management

- operate the cash register and take receipt of payments
- ensure all cash, check and credit card transactions are completed according to company policy
- bank payments, as requested by the Course or Duty Manager



Guest Service & Safety

- assist with guest enquiries & bookings
- welcome guests and prepare them to take part on the course
- ensure all Go Ape! participants:
 - complete an Acknowledgement / Disclaimer Form
 - are fully prepared to take part on the course
 - comply with company rules on height, weight, age, supervision, etc.
- demonstrate the safe system of operation on the course
- instruct and brief guests in the safety procedures and the safe way of using the course
- monitor every participant individually through the briefing stage and subsequent site
- confirm participants' competence to continue beyond the briefing stage
- patrol the course, which includes:
 - ensuring all participants are safely conducting themselves
 - assisting participants where necessary
 - carrying out emergency drills in accordance with company directives and training
 - ensuring all landing sites are dug and raked to the correct standard
 - maintaining all records and registers including the daily radio log, daily report, etc.
- do everything within reason to minimize guest complaints and maximize guest satisfaction

Course Management

- maintain course structures, paths, fencing, gates etc in good serviceable order in accordance with company procedures
- carry out course maintenance checks
- record checks, serviceability and work required in the relevant register
- ensure all administration, documentation, logs and records are compiled, updated and stored as per company procedures
- remove litter from course and maintain Go Ape! cabin in good, clean and serviceable order
- notify the Site Manager or Duty Manager of any course problems

Marketing & Course Development

- market Go Ape! as required by the Site Manager
- meet communication standards set by management
- business development in conjunction with management
- build and maintain good working relationship with key parties including: landowners, Go Ape! personnel, contractors, insurers, Health & Safety officers, etc.

Personal Professionalism

- read and comply with the company Staff Handbook
- visit and work at other Go Ape! courses and attend training when requested



Knowledge & Skill Specifications

Essential:

1. Must be punctual, with a professional outlook, able to work under own initiative without supervision
2. Basic First Aid Certificate (to be obtained prior to start date)
3. Guest service background with drive and enthusiasm to achieve
4. Excellent interpersonal and communication skills and high standard of personal hygiene and appearance
5. Must be an enthusiastic team player and be able to work with other colleagues in a dynamic business
6. High energy levels with cheerful disposition and the ability to work under pressure
7. Full driving license and own transport

Desirable:

1. Previous instructional experience
2. Must like working outdoors with a strong climbing / high ropes background and a good head for heights
3. Training background
4. Health & Safety experience
5. Must be able to demonstrate attention to detail and follow company procedures
6. Carpentry / practical DIY & Maintenance skills
7. Marketing experience
8. Corporate client experience
9. IT skills: Word processing, Excel, etc.

A Go Ape! uniform will be provided which you are required to take care of, keep clean and wear while on duty.