Job Title: Altitude Instructor

Responsible To: Operations Manager

Direct Reports: N/A

Place of Work: Altitude, Ice Sheffield

Purpose of Job: Instructors are responsible for ensuring that our customers have a safe, fun and memorable experience. This encompasses:

- Health & Safety
- Quality (Customer focused)

Key Responsibilities:

1 Core Values

- To promote the Trust's Values through personal behaviour and by challenging behaviour in others that is contrary to the Values.

2 Customer

- Ensuring that every customer is given the best service that we can reasonably provide
- Ensuring all customers adhere to the correct rules of participation and registration
- Be customer focused
- Dealing with complaints in a professional and objective manner

3 People

- To work as a team member
- To regularly feedback to the line manager

4 Financial

- Ensure all participants have paid the correct admission fee and upsell other SCT products and services

5 Business Development

- Ensuring customer retention from family, corporate, school and birthday party bookings.

6 Operations

- Brief and supervise customers on the courses
- Provide kit for customers and ensure it is used correctly
- Carry out site checks during the opening and closing of the site as requested
- Proactively assist in the day-to-day management of the site

7 Health and Safety

- Assist in the safe operation of Altitude in accordance with SCT and Altitude health and safety guidelines
- Have a positive safety culture by regularly reviewing procedures and incidents in a constructive manner
- Ensuring that all incidents are objectively reported and recorded
- Only fulfil functions to which you are qualified