



## **TreeZone Instructor**

Job Information Pack 2020

Many thanks for showing an interest in the Instructor positions that we are currently recruiting to help run both our course at Rothiemurchus in Aviemore, which opened in April 2010, and Loch Lomond Shores which opened in 2015

This pack will hopefully be of use in helping you to decide if we are right for you. If you would like an informal chat about the position or the Company, then **please call Aviemore 01479 811426 and ask to speak Chris OR Tom in Balloch on 01389 496055**

TreeZone is a brand operated by Wee Westie Ltd and is the sister company of In Your Element, a mobile multi-activity provider based in the Highlands and Loch Lomond.

### **Applications:**

A CV with accompanying covering letter (outlining why you would be a great addition to the TreeZone team) should be e-mailed to: [Aviemore@treezone.co.uk](mailto:Aviemore@treezone.co.uk) or [Lochlomond@treezone.co.uk](mailto:Lochlomond@treezone.co.uk)

### **Interviews:**

Interviews will be held at the TreeZone Cabin,

### **Start date:**

Flexible Start Dates from late March and throughout April

### **Application closing date:**

1<sup>st</sup> April 2020

See over for further information about the position.

**Reports to:** TreeZone Site Manager (Duty Manager in the manager's absence)

**Person Specification:**

- Cheerful, outgoing personality
- Enthusiastic about what we do
- Excellent customer service skills
- Caring and supportive by nature
- Calm - not easily angered or stressed
- Flexible and willing attitude
- Good problem solver and communicator

**Key Responsibilities:**

- Facilitate safe and fun experiences for our customers
- Ensure all course participants complete an acknowledgement/ disclaimer form and comply with company rules on height, weight, age, medical conditions etc.
- Ensure the safety of yourself and your colleagues
- Maintain the security and cleanliness of the site, cabin and equipment
- Carry out regular checks of the course and PPE and record any findings in the specified way
- Perform maintenance tasks as required for the operation of the site
- Ensure details of any accidents, significant incidents and rescues are recorded
- Take bookings and enquiries on the telephone and in person
- Ensure all cash, cheque and credit card payments are completed according to company procedures
- Occasionally lead In Your Element activity sessions for which you are qualified, if required
- Any other tasks as reasonably required including helping at our dedicated Bike Hire facility in aviemore

### **Key Contract Terms:**

- Seasonal contract through to the end of October
- Competitive age-banded pay structure (reviewed Annually in April) ranging from £7.30 – 8.90 p/hour for first time staff and £7.70 - £9.15 for returning staff. Please note that unlike some of our competitors this rate does not include holiday pay (we pay you around £1200 worth of paid holiday pay on a 7-month contract on top of your pay for hours actually worked).
- We guarantee you a minimum 16 hours per week, but this will usually be nearer 40 hours a week.
- Frequent weekend working
- Previous climbing/working at height experience would be useful but is not essential
- Occasional evening sessions
- There will be a requirement for TreeZone Instructors to hold a 1-day Outdoor First Aid Certificate, but this is not a pre-requisite for applying. If successful in getting a job with us you will be expected to attain this certificate at your own expense within a month of your start date. We will help you find a suitable course at the best price and will advance the fee from your pay if required.
- The role will be based at our TreeZone Aerial Adventure Course at Rothiemurchus, Aviemore, PH22 1QH **Or** Loch Lomond Shores, Ben Lomond Way, Balloch G83 8QL
- 28 days paid annual holiday entitlement pro rata, inclusive of public holidays. Some annual leave restrictions apply during school holidays.
- There may be opportunities for experienced candidates to undertake additional training to take on the role of Duty Manager on the Site Manager's days off. An additional £20 per day will be paid over and above the normal instructor rate when fulfilling the Duty Manager role.
- KiddiVouchers tax-free childcare voucher scheme is available to employees
- Support for on-going training and development
- The TreeZone course will be staying open around 2-3 days per week and 7 days a week during School Holiday periods during November to March over the winter with reduced staffing. Therefore, there will be some opportunities for winter contracts to be offered to those on summer season contracts.
- Wee Westie Ltd will offer an auto-enrolment Pension Scheme in line with the Pension Regulators requirements from 1<sup>st</sup> April 2017 with Employer contributions of 2%.