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# Assistant Climbing Instructor

Recruitment pack



THE  
SPORTS  
TRUST



# About The Sports Trust

The Sports Trust is a registered charity which was set up in 2013. The charity works in schools, sports clubs and in the local community to provide the best opportunities for people of all ages and abilities to be physically active.

In schools, The Sports Trust delivers a comprehensive timetable of coaching and competitions to every school in the Folkestone & Hythe district to inspire and encourage young people to build a life-long love for sport. The Sports Trust's team work with teachers and staff to embed physical activity within the culture of every school, while also upskilling teachers to feel more confident in coaching sport & physical education.

In sports clubs, The Sports Trust looks to support clubs with funding applications, training, qualifications and guidance. We support clubs with marketing initiatives which aim to drive participation and we'll support talented athletes to reach the highest level of competition via our ambassador programme.

In the community, the charity aims to break down barriers to participation, especially for under-represented groups, including women, people aged 50+, those living with a mental health condition or for those whom English is a second language. We work collaboratively with strategic partners to create safe and inclusive environments for people to move more and meet like-minded people.

The Sports Trust is proud to operate three impressive and inspirational sporting facilities: Folkestone 51, Three Hills Sports Park and Folkestone Sea Sports, with the aim of creating safe and inclusive environments for people to love sport and exercise, whatever their motivation may be.



# Job Profile

Job title: Assistant Climbing Instructor

Reporting to: F51 Centre Manager

Location: F51 Sports Park, Tontine Street, Folkestone, CT20 1SD

## Main objective:

The role exists to provide support to the Lead Instructor in delivering high-quality instruction to participants. Helping ensure a safe, inclusive, and engaging learning environment that promotes the values of The Sports Trust, fostering growth and development in participants of all ages and skill levels.

## Key Outputs

- Participants receive comprehensive, enjoyable, and effective instruction tailored to their skill levels.
- A safe, welcoming environment where all participants feel included and supported.
- Assistance in the development and improvement of instructional programs.



## Key Responsibilities

- Assist in delivering instructional sessions, ensuring all participants are engaged and learning effectively.
- Provide individual attention to participants as needed, helping them to improve their skills.
- Assist with front desk duties, including greeting visitors, answering enquiries, and handling phone calls.
- Welcome and check in climbers and members, verifying their credentials and ensuring they understand the safety protocols and facility guidelines.
- Ensure all safety guidelines are followed, and equipment is used correctly.
- Conduct routine checks on equipment to maintain safety standards.
- Ensure that the instructional and communal areas are kept clean and organised, maintaining a hygienic environment for all participants.
- Foster a positive, inclusive atmosphere that encourages participants to return and bring others.
- Engage with participants to understand their goals and provide feedback.
- Provide input on program content and structure based on participant feedback and personal observation.
- Assist in the development of new programs and sessions.
- Assist in maintaining participant records and program schedules.
- Help with the setup and breakdown of equipment for sessions.

## Role Specific Competencies

- Willingness to complete site specific training.
- Delivers a first-class customer experience with every interaction, ensuring that consistency in service is maintained by regularly communicating and aligning with the team during weekly staff meetings.
- Keen understanding of safety protocols and the ability to enforce them.
- Objectively applies the rules and regulations of the rock-climbing centre, balancing firm enforcement with a clear understanding of the spirit behind the rules. Prioritises seeking voluntary compliance and exhausts other options before resorting to enforcement action.
- Strong communication skills to provide clear instructions and feedback.
- Ability to build rapport with participants and create a welcoming environment.
- Flexibility to adapt instructional methods based on participant needs.
- Ability to address challenges and solve problems effectively during sessions.
- Willingness to work closely with the Lead Instructor and other staff members to achieve common goals.





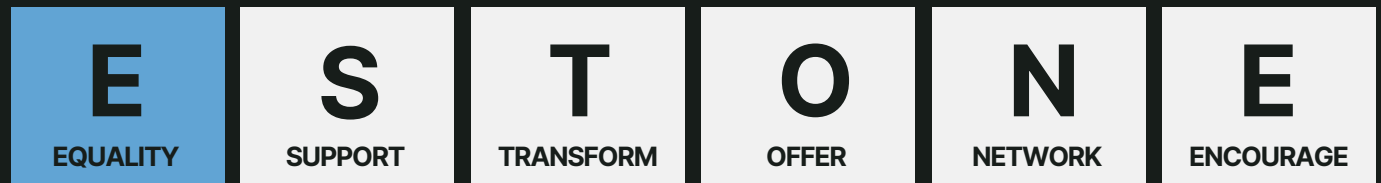
# Living our Values at The Sports Trust

We, as The Sports Trust, live and perform to our mission and values in all the work we undertake for the community.

## Our Values



## Our Charity Pillars



# Background

## Qualifications, Skills, Experience

	Essential	Desirable
Over 18 years of age at the time of appointment is essential.	✓	
Experience working in a climbing centre offering both bouldering and top ropes options is preferred.	✓	
Proven record of checking in customers, handling administrative responsibilities, and using climbing-based computer software such as Rock Gym Pro and Roller is preferred.	✓	
Experience working with children and adults in a recreational or sports setting.	✓	
Qualifications that are in date, including CWI, first aid, and relevant safety courses for delivery at an indoor climbing centre are preferred.		✓
DBS and Safeguarding certificates that are in date are also preferred.		✓
IT literacy in data presentation is essential, as is a proven record in handling customer data with appropriate responses.	✓	
Excellent communication and interpersonal skills.	✓	
Experience developing or contributing to sports programs, desirable.		✓



# How to apply

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please reach out to us at [support@thesportstrust.org](mailto:support@thesportstrust.org)

To apply, please apply either through Indeed or email [support@thesportstrust.org](mailto:support@thesportstrust.org)

with:

- your CV
- a cover letter which details why you are the right person for this role and how you meet the person specification (no more than two sides of A4)