

RIDE THE HILL

ACTIVITY ASSISTANT

Ride The Hill is the UK's number one Mountainboard centre and provides one of the most exciting and fast paced activities in Surrey. Ride The Hill specialises in birthday parties, youth and school groups, adult groups (stag-do's and corporate) and experience days.

Mountainboarding is seriously fun outdoor sport that has really exploded in the UK over the past few years. A Mountainboard is a cross between a skateboard and a snowboard. These boards can be used on any terrain, most commonly found cruising down big grassy hills. The basic principle behind Mountainboarding is fairly simple - get down the hill having as much fun as you possibly can and try cool new moves along the way. Ride The Hill are the UK's leading Mountainboard activity centre engaging with thousands of first timers every year.

Ride The Hill is an exciting, young business. The Mountainboard centre was purchased two years ago and is a family run company looking to grow over the next two years into a real contender with other outdoor activities providers in the UK.

Hourly Rate – £4.00 - £4.50 P/Hour

Discounts – Discounts available on all equipment and with all trade suppliers. Friends and family vouchers included for Ride The Hill activities.

Bonuses – A bonus scheme is in place for equipment sales. The biggest and best bonus of working at Ride The Hill is an unlimited pass to our playground.

Working Hours – School Holidays = Mon – Sunday 09:30 – 18:30

Term Time = Sat & Sun 09:30 – 18:30

(Due to age some candidates can only work restricted hours)

The Role

The Activity Assistant's role is to assist in successfully running the site and assisting the instructors and senior instructors. As well as group preparation and equipment maintenance this may include any aspect of site operation including grounds maintenance, facilities, health and safety, customer care, marketing and administration.

Personal Qualities

- **People's Person** – Our reputation is down to our staff. The more enthusiastic, presentable and fun our instructors and team are the better experience our customers will have at Ride The Hill.
- **Proactivity** – We need someone who can take the initiative and can move things forward without being asked.
- **Team Player** – Ride The Hill is successful due to the strong team of people who are passionate about the company. We need people who will fit in and bring something new and special to the team.
- **Innovative** – As a growing company we are looking for team members to come up with new ideas and help us grow.

Requirements

- **NO PREVIOUS EXPERIENCE REQUIRED.** As long as you think you tick the boxes above, our Ride The Hill training scheme will get you completely up to scratch and confident with your role.
- Candidates must be over 14 years of age.
- Computer Literate.

Day to Day Responsibilities

Customer Service & Safety

- Assist with customer bookings and enquiries
- Welcome customers and assist in preparing them for their activities
- Ensure all participants fill out a disclaimer, conform to the Ride The Hill access requirements and understand and follow the location rules.
- Issue PPE to all participants and assist the instructor with their safety briefing.
- Patrol slopes.
- Do everything in your power to ensure customer satisfaction.

Health and Safety

- Comply with all health and safety policies, company policies, procedures and relevant legislation.
- Ensure safe operation of the slopes.

Site Management

- Maintain site structures, paths and all riding areas in accordance with Ride The Hill regulations.
- Carry out site maintenance works.
- Ensure padding up and briefing is always kept immaculate ensuring all returned PPE is paired, sorted and prepared for the next session.
- Remove litter from site and ensure all customer and staff areas are kept presentable at all times.
- Ensure all boards and equipment are stored away at the end of the day and are ready for use the next day.
- Ensure retail shop and catering areas are well stocked in accordance with RTH procedures and Front of House manager.

Equipment Maintenance

- Using Ride The Hill's systems ensure all boards are checked and logged after use ensuring any fault boards are noted and any repairs are made.
- Keep maintenance area tidy at all times ensuring all tools are well maintained and looked after.

N.B: The roles and responsibilities listed above may differ and are not fixed. You may be asked to do other appropriate jobs or tasks that are not mentioned above and these will be at the discretion of the General or Operations Manager.

Company Ethos

- Ride The Hill are all about fun and adventure without hazard. Life would be very boring without adventure.
- Ride The Hill encourage positive mental attitude with all participants. "There is no such word as cannot, just practice"
- Ride The Hill are passionate about their environment and want to encourage the beautiful surroundings that provides us with our fantastic business, to flourish around us.

Company Goal

- To Remain the UK's, if not the worlds best Mountainboard centre.
- To rival other activity centre's and spread the small but amazing sport of Mountainboarding to the masses.

Applications must be made to the HR department. Please send a CV and a covering letter to...

JOBS@RIDETHEHILL.COM

Ride The Hill is committed to safe practice in recruitment and selection that includes consideration of issues to do with child protection, safeguarding and promoting the welfare of young people.

Ride The Hill strongly believe in respect for, and equal treatment of, all persons - regardless of race, religion or belief, ethnic origin, marital status, civil partnership status, colour, nationality, gender, age, sex, sexual orientation or physical ability. We insist that this respect is applied in every aspect of our business, and in the way we conduct ourselves.