

# RIDE THE HILL

## SENIOR ACTIVITY INSTRUCTOR

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 – £6.00 - £7.50 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 and an increase in hourly rate is place for those who take a senior role within RTH.**

**Working Hours (Casual Hours Contracts)– School Holidays = Mon – Sunday 09:30 – 18:30**

**Term Time = Sat & Sun 09:30 – 18:30**

**(Ability to work weekends is important)**

### **The Role**

The Senior Instructor's role is to assist in successfully running the site and instructing Ride The Hill's activity offerings. As well as group instruction this may include any aspect of site operation including equipment, maintenance, facilities, health and safety, customer care, marketing and administration. Beyond these responsibilities, Senior Instructors are required to supervise other instructing staff and oversee the day-to-day operations of the Mountainboard centre.

### **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.
- **Leader** – The appropriate candidate will have the ability to run the centre on a day-to-day basis autonomously. This includes supervising and organising staff, overseeing the general daily operations and to ensure that customers leave Ride The Hill with glowing faces and glowing feedback.
- **Mentor** – Ride The Hill look for great people, however there is always more to learn. We expect our senior members of staff to advice and assist younger more inexperienced members of staff and train them to the highest level.

## Requirements

- **NO PREVIOUS EXPERIENCE REQUIRED.** As long as you think you tick the boxes above, our Ride The Hill / ATBA-UK training scheme will get you completely up to scratch and confident with your role. You will also receive a First Aid Qualification.
- Candidates must be over 16 years of age.
- Computer Literate.
- Own transport is desirable.

## 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.
- Brief and instruct customers to the best of their abilities.
- Monitor all participants on the slopes ensuring competence and ability levels.
- 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.
- Assist with site checks as trained.
- Apply first aid when necessary appropriate to your training level.
- Report all accidents and incidents following Ride The Hill's procedures in line with HSE regulations.
- Senior Instructors have the overall responsibility for dealing with any accidents or incidents. All staff are first aid trained but Ride The Hill expect senior instructors to take control of the situation, make sure it is resolved and reported properly.

### Site Management

- Maintain site structures, paths and all riding areas in accordance with Ride The Hill regulations.
- Carry out site maintenance checks
- Remove litter from site and ensure all customer and staff areas are kept presentable at all times. It is the overall responsibility of the senior instructor that at the end of each day all customer and staff areas are tidy.

### Staff Management

- The Senior Instructors will have the overall responsibility for all staff on site on that day.
- It is the job of a Senior Instructor to ensure that all staff members know they're own roles, to organise the team with regards to bookings and ensure the staffing of bookings runs smoothly.

### Marketing

- Assist with Marketing Ride The Hill as required by the general manager.
- Build lasting and good working relationships with key parties including all Ride The Hill staff, Landowner and land staff, contractors, HSE, Insurers Representatives, press, customers and of course the general public.

### Financial Management

- Ensure all cash, card, cheques and associated paperwork are deposited off site at the end of the day according to company instructions.

*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](mailto: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.*