



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Outdoor Education Support Officer, Facilities Directorate



Salary: Grade 4

Reference: FDSPA1048

Closing date: 11 August 2024

Interview date: 22 August 2024

Location: The Edge, University Leeds main campus

We are open to discussing flexible working arrangements

Outdoor Education Support Officer

Sport and Physical Activity, Facilities Directorate

Are you customer focused and dedicated to providing an excellent service? Are you an experienced indoor and outdoor climber?

Overview of the Role

We are seeking to appoint an Outdoor Education Support Officer to provide assistance in the day-to-day operations of the climbing wall, deliver introductory climbing courses, supporting outdoor education programmes at various locations and to provide information to customers to maintain the high standards set by Sport and Physical Activity. You will carry out a range of cleaning, maintenance, and safety checks as well as setting routes as and when required. This role will also involve supporting outdoor education residential and non-residential programs.

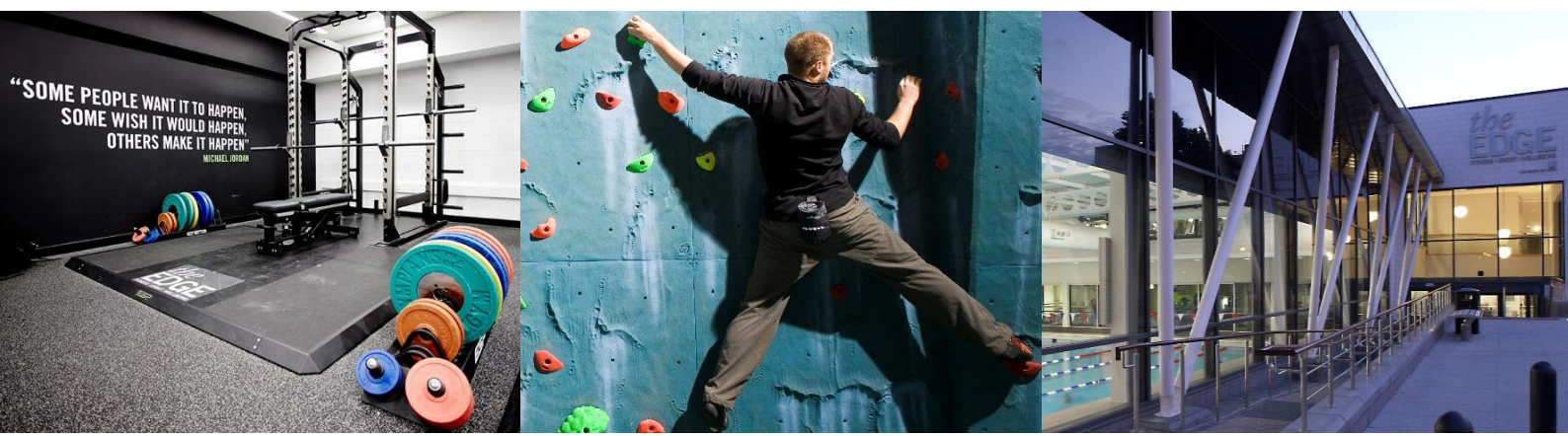
You will hold either hold a Rock Climbing Instructor (formally Single Pitch Award) or Climbing Wall Instructor (formally Climbing Wall Award).

You will be an experienced climber and have experience working in a customer-focused environment. With excellent communication and interpersonal skills, you will have a commitment to developing your own climbing knowledge to educate and motivate others.

Working hours will vary across the year according to the demand, which will include the requirement to work weekends, bank holidays and University closure days. Specifically, this will include the requirement to work on Saturdays during school term time.

Main duties and responsibilities

- Delivering excellent customer service by providing a professional and positive welcome to customers and visitors to the facility, in line with service standards;
- Delivering a range of indoor climbing provisions with both adults and young people, independently deliver courses such as learn to climb and other introductory courses for new and inexperienced climbers such as taster



sessions. Leading Youth provision sessions in the climbing wall which includes NICAS Climbers and Wild Climber (<https://www.nicas.co.uk/>), Gryphons Go Camp, School, Group and Junior Taster sessions;

- Assessing climber's progress and signing them off as safe to climb at the appropriate stages both in Adult (Competency tests and at the end of Learn to climb courses) and Junior provision (Signing off each level of NICAS);
- Supporting outdoor education programmes at various locations such as the Yorkshire Dales and other national parks. Assisting with other ad hoc activities as required, were appropriately qualified and competent, such as residential programmes;
- Supporting the Outdoor Education Manager and Officer with project work and supporting with creation and adaptation of new programmes across outdoor education;
- Adapting courses as necessary to meet user's needs;
- Ensuring the high standards of facility safety, cleanliness and presentation are maintained at all times.
- Issuing equipment to users, ensuring logs are maintained and equipment is returned and checked;
- Ensuring appropriate and safe use of all equipment in accordance with manufacturer's instructions and operating procedures; Including inspecting equipment regularly and reporting any faults to senior management, where applicable;
- Providing advice and information to all users or prospective users on the services provided by the facility;
- Ensuring all facility users adhere to the facility rules and etiquette as displayed;
- Demonstrable behaviours in line with the Facilities Directorate and [University values](#).



These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

Qualifications and skills

Essential

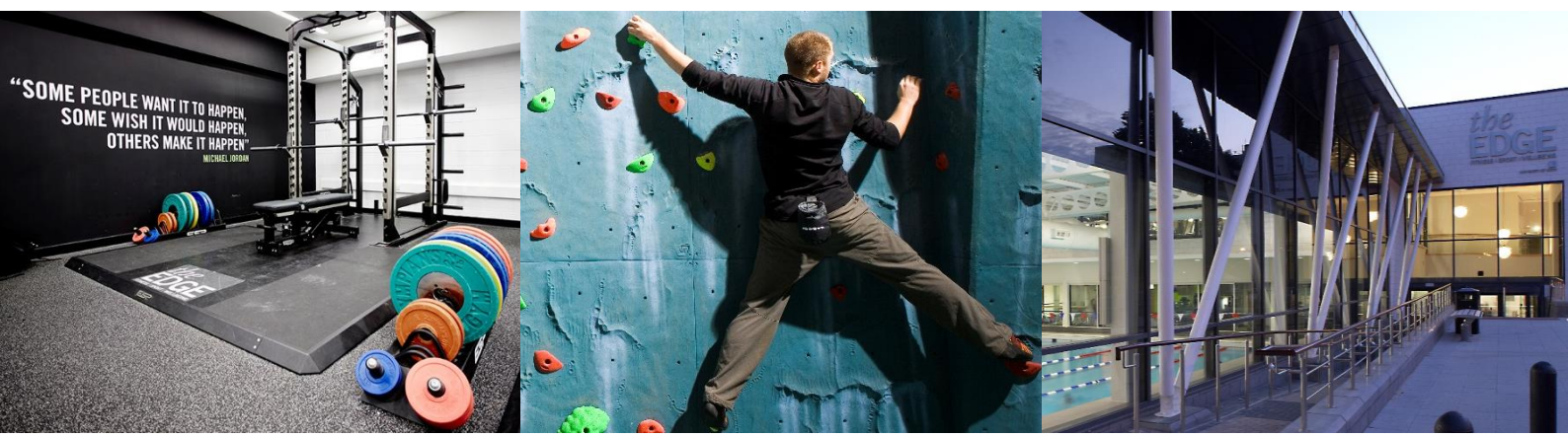
- Experience of climbing both indoors and outdoors;
- Experience of working with young people and adults of all ages;
- Rock Climbing Instructor (formally Single Pitch Award) or Climbing Wall Instructor (formally Climbing Wall Award);
- Experience working in a customer-focused environment with a commitment to providing excellent customer service;
- Excellent communication skills with the ability to effectively inform, persuade and influence others;
- Experience of working within a team and across departments as well as the ability to work on own initiative without supervision;
- Commitment to developing climbing knowledge to educate and motivate members and to driving continuous service improvements;
- A current valid first aid qualification (or be willing to obtain within first 3 months of employment);
- Current clean driving licence.

Desirable

- Foundation Coach Training;
- Experience of NICAS Climbing and Wild Climbers;
- Walk leader qualification, for example Hill and Moorland Leader or Mountain Leader;
- Minibus endorsement (D1);
- Route Setting experience;
- Equipment and maintenance experience.

Contact information.

To explore the post further or for any queries you may have, please contact:



Kitty Dowry, Outdoor Education Officer

Email: k.dowry@leeds.ac.uk

Additional information

For more information about Sport and Physical Activity visit <https://sport.leeds.ac.uk/>.

Working at Leeds

We are a campus-based community and regular interaction with campus is an expectation of all roles in line with academic and service needs and the requirements of the role. We are also open to discussing flexible working arrangements. To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our [Working at Leeds](#) information page.

Our University

At the University of Leeds, we are committed to providing a culture of inclusion, respect and equity of opportunity that attracts, supports, and retains the best students and staff from all backgrounds. Whatever role we recruit for we are always striving to increase the diversity of our community, which each individual helps enrich and cultivate. We particularly encourage applications from, but not limited to Black, Asian, people who belong to a minority ethnic community; people who identify as LGBT+; and disabled people. Candidates will always be selected based on merit and ability.

Information for disabled candidates

Information for disabled candidates, or candidates with impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at hr@leeds.ac.uk

Criminal record information

Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975

This post requires an enhanced criminal record check from the Disclosure and Barring Service (DBS), and any equivalent overseas authorities where relevant. The successful candidate will be required to give consent for the University to check their criminal record status. All applicants are required to make a self-declaration where



applicable.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

