



**Job Title: Outdoor Activity Assistant**

**Location:** St Andrews Lakes, Quarry Grove, Halling, Kent, ME2 1BA

**Job Type:** Temporary Contract until September

**Salary:** £10.50-£12.71 per hour

**Candidates must be available 20<sup>th</sup>-22<sup>nd</sup> May for training**

**Job Overview**

St Andrews Lakes is seeking an enthusiastic customer activity assistant to join the team for our brand-new zip wire experience! Successful candidates will be responsible for the safe and smooth operation of the Zip Wire, whilst ensuring a high standard of customer service, safety and adventure.

**Main duties & Key responsibilities**

- Welcome customers and prepare them to take part in their activity
- Fit, remove and inspect harnesses and protective equipment
- Conduct clear and engaging safety briefing, explaining all necessary safety procedures and operational guidelines to participants
- Provide high standard customer service, assisting with any questions or concerns from participants
- Be prepared to respond calmly and effectively to any emergency, including evacuations, equipment malfunction or first aid needs.
- Follow all health and safety guidelines and protocols
- Ensuring all pre-opening and closing checks are completed thoroughly every day
- Work closely with other outdoor instructors and staff members to ensure a positive and smooth operation.
- Regularly inspect and maintain equipment, reporting any issues to management and assist with any necessary repairs or replacements.
- Assist in promoting other activities onsite, ensuring customers are aware of all available activities

**Essential Attributes**

- Able to work under own initiative without supervision
- Excellent interpersonal and communication skills
- Enthusiastic team player who can work well with other colleagues in a dynamic and fast paced environment
- High standard of personal hygiene and appearance
- Enjoys working outdoors and comfortable with heights for long periods
- Willing to work in various weather conditions
- Comfortable with active tasks
- Calm approach to handling customer concerns and technical challenges

**As training is provided, here are a list of qualifications/skills that are desirable but not necessary:**

- First Aid Training – preferably First Aid at Work
- Climbing instructor, ropes course certification or other outdoor instructor qualifications
- First-hand experience of St Andrews Lakes
- Coaching or training experience
- Previous experience working within the leisure/customer service industry

**Benefits:**

- Opportunity to work in a beautiful lakeside environment
- Free use of facilities for you
- Staff discounts for friends and family on activities and retail products
- Free onsite parking
- 25% discount at our onsite café & pizzeria
- Company events
- Opportunities for growth within the business

Join us at St Andrews Lakes and be part of a dynamic team dedicated to delivering exceptional outdoor experiences. To apply, please send a covering letter along with your CV to [jobs@standrewslakes.co.uk](mailto:jobs@standrewslakes.co.uk)