



INSTRUCTING MANAGER - GLASGOW

Role Summary

This is a full-time, senior management post. This position will serve both Glasgow sites but will be primarily based at the Prop Store due to the rope climbing this centre has to offer. This demanding position will require a constant ability to adapt to the ongoing needs across the business whilst maintaining key responsibilities. Strong leadership and teamwork skills with other senior managers are integral. You will support the Chief Instructor in ensuring the safe delivery of all instructed and coached sessions at both Glasgow sites. You will support the Chief Instructor in the development, delivery and quality of all course/group sessions. You will take responsibility for the recruitment, induction, development and moderation of the Glasgow instructing team. You will collaborate with the Bookings Manager and Community Development Manager(s) to ensure we are optimising the number of instructed sessions we are facilitating, attracting and welcoming a diverse range of new customers as well as maintaining loyalty with existing customers. Well-developed roped instructing skills will allow you to take a regular lead role directly introducing them to the joys of climbing. Working closely with the Bookings team, you will ensure that new customers and groups can be accommodated effectively and efficiently. You will act as an ambassador for the company, providing exemplary service for our customers and staff.

Pay: £27,450 to £34,000 per annum (dependent on experience)

Bonus: up to 2.5% (dependent on the performance)

Hours: Full-time (160 hours per 4 week rota inclusive of breaks) evenings and weekend working will be required

Training: We will encourage and facilitate your development as a manager through off the job training and development

Holiday: 28 days per year

Benefits: Pension of 3% of salary, company laptop, company phone, discounts on shop and cafe products, free climbing at all our centres

Reports to: Chief Instructor

Role Specific Responsibility

1. Ensure the development, monitoring, delivery and profitability of all TCA instructed/coached sessions in Glasgow. Create and manage a budget for this area of the business planning ahead strategically.
2. Work closely with the Chief Instructor to develop, implement and review Instructional risk assessments, policies and procedures.

3. You will take the role of NICAS Climbing Course Director for the Prop Store.
4. Provide clear and direct leadership through managing a team of instructors/coaches. Undertake training, moderation and appraisals. Demonstrate best practice by regularly instructing/coaching courses and groups.
5. Use our database and work closely with booking staff and the marketing team to ensure TCA sessions are well promoted encouraging excellent customer service together with high staff performance and morale.
6. Help build and maintain strong relationships with diverse new customers and local community groups. This will include administrative tasks related to community development, such as database management, outreach planning, monitoring budgets, tracking attendance, and producing reports.
7. Support The Newsroom Community Development Manager to increase customer engagement and awareness of our programs and events within Glasgow.
8. Support the Bookings Manager and manage and coordinate a broad range of community sessions, programmes and events specifically aimed at increasing participation and engagement at The Prop Store for the long-term.
9. Deliver quality sessions and events for community groups. You will be key in leading the sessions and ensuring all staff and instructors understand the objectives of the session and/or event.
10. Recruit a team of suitably qualified and experienced instructors and manage instructing staff in accordance with current legislation and the needs of the business.
11. Assist the Head Coach with the recruitment of a team of suitably qualified and experienced squad coaches and their management.
12. Ensure all sessions and instructional staff have legal and regulatory documents up to date and recorded. Continually monitor our compliance with laws and regulations staying abreast of current coaching methods within climbing and from other relevant sports and sources.
13. To proactively foster and develop relationships with Schools, Youth Groups and other potential groups in the Glasgow area to regularly visit the centre.
14. To continually monitor the practices of the instructing team to ensure all are working to best practice and within the remit of their qualifications

15. To support the Head Coach with the annual selection of a youth squad to represent TCA and TCA sponsors and promote the TCA youth squad.
16. To ensure all instructing/coaching staff are working in line with the TCA Safeguarding Policy & TCA instructing/coaching operation procedures and to provide training and support to the squad coaching team. Support the Head Coach creating training plans and effectively communicate those plans to squad coaches and squad members.
17. To work with the Centre Manager(s) and Bookings Manager to ensure that the instructing and coaching rota's are planned accordingly.
18. Adhere to all Instructor responsibilities as detailed [here](#) and Senior Instructor responsibilities detailed [here](#).

The post holder is expected to undertake any other reasonable duties within their capabilities and the scope of the post as specified by the Chief Instructor.

Essential Skills

1. CWDI qualified
2. Foundation Coach qualified
3. Development coach trained
4. 2-day first aid course
5. 2+ years of instructing on roped walls and delivering NICAS
6. 2+ years instructing/coaching on bouldering walls and delivering NIBAS
7. Experience in managing team of 5 or more
8. Experience in managing a budget
9. Strong leadership skills
10. Excellent communication skills written and verbal
11. Experienced user of Sheets, Docs

Desirable Skills

1. Development Coach qualified
2. RCI qualified
3. Experience of coaching a Youth Performance Squad

4. Rope Access Lvl 1 or above
5. Experience working at an outdoor centre
6. Leadership management or training/qualification
7. BMC PT1 & PT2