The Kind Foundation
Mō tātou katoa. For all of us.

JOB DESCRIPTION

Title	Team Leader
Based at	Adventure Centre
Reports to	Adventure Centre Manager
Direct Reports	Instructors
Works with (internal)	Adventure Centre Staff Outdoor Manager APOEC Chief Instructor Wainui Park Manager
Works with (external)	General Public Schools Community groups Corporate groups Flying Geckos Climbing Club External Instructors
Objective	Investing in the Next Generation
Job Purpose	To provide operational leadership to staff and outstanding customer service to all customers of the Adventure Centre

Overview of the Adventure Centre

The Adventure Centre is the home to the South Island's largest indoor climbing wall and the original Clip 'n Climb. Catering for a wide range of people, we host climbing competitions, general public climbing hours, climbing courses indoors and outdoors, school groups, corporate and community team building and training, fundraisers, ABL programmes both indoors and outdoors and many birthday parties! We aim to provide quality experiences in all of our operations and pride ourselves on being customer focused in all that we do.

Key Tasks

Leadership

- Reports to the Adventure Centre Manager on areas of responsibility.
- Leads the Adventure Centre staff in aspects of daily operation.
- Ensures all customers are kept safe and maintains appropriate safety ratios.
- Performs any required rescues and maintains a high competency in all rescue procedures.
- Help increase the customer base of the Adventure Centre.
- Asist in the development of new programmes for the Centre to a variety of clients.
- Take an active role in staff training and competency.
- Deal with complex bookings for the Centre, working alongside other Kind Foundation departments as necessary.
- Manage minor customer complaints.
- Work with the Chief Instructor and Climbing Maintenance Coordinator to ensure facility is operating at the highest standard.
- Be an active part of the Health Safety of the Adventure Centre.
- Work alongside the Adventure Centre Manager to ensure the Centre meets its financial targets.
- Be part of the wider Kind Foundation.

Customer Service

- To provide outstanding customer service to The Adventure Centre customers and set an example for other staff providing a 10/10 experience.
- Greeting customers and answering any questions they may have.
- Taking payments including cash and eftpos.
- Taking bookings (over the phone and at times by email).
- Answering the phone and responding to emails promptly.
- General tidying of the facility (including bathrooms, entrance, Clip n Climb waiting area, Climbing arena, Reception). Making the space presentable for customers.
- Be a part of a much bigger organization – which is The Kind Foundation – with opportunities to potentially work on other projects as required.

Climbing Wall, Clip ‘n Climb and Adventure Programmes

- To provide outstanding customer service to Adventure Centre customers and set an example for other staff providing a 10/10 experience.
- Perform safety checks as required.
- To provide high quality, professional harness and / or safety briefings to public and private group sessions.
- To provide high quality, professional supervision.
- To intervene when hazards or unsafe practices are identified.
- To perform rescues if required.
- To complete paperwork to support the safety system.
- Greeting customers and answering any questions they have.
- Keep Clip ‘n Climb and public areas clean, tidy and presentable.
- To promote programmes that the Adventure Centre and The Kind Foundation delivers.

Core Skills Required

Competencies / Attributes

- Team leadership skills
- A strong customer focus, able to see things from a client's perspective and have their needs in mind during all aspects of work
- Commitment to high quality customer service
- Be an excellent communicator and personable to a wide range of people
- Highly organized and efficient
- Pro-active, adaptable and able to take the initiative
- Attention to detail in all aspects of work
- Presentable in person and also in keeping work areas clean and tidy
- Models positive behavior and attitudes, working with The Kind Foundation core values

Other

- Reliable and punctual
- Trustworthy and honest
- Fun and positive attitude
- Able to follow instructions and help meet safety regulations and obligations
- Be part of an exciting and enthusiastic team ensuring the center remains the number 1 climbing venue in NZ!
- Genuine enthusiasm for working with people and The Kind Foundation

Qualifications / Experience

- Leadership experience
- Experience leading and/or teaching groups
- Current First Aid certificate
- Climbing/outdoors experience
- Risk management

Preferable

- Full drivers license
- Outdoor qualification (Skills Active, NZOIA etc.)

The Kind Foundation Statement on Child Protection

The Kind Foundation is committed to providing a child safe environment for all children who come into contact with us.

Job Pathways

Sideways	Routesetting
Outwards	Team Leading at other sites within The Kind Foundation
Upwards	Chief Instructor or Manager

The Kind Foundation Statement on Career Development

The Kind Foundation tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to. This could be within the department they work or more broadly to other The Kind Foundation departments.

Performance reviews which include planning personal development occur at least once a year, but should be an ongoing conversation between staff and their direct report.

We are in the early days of an evolving on-the-job training qualifications pathway which all staff are welcome to engage with, with the foundation aspects of customer service and health & safety being compulsory for all employees.

A leadership development programme for those in leadership roles or with leadership potential is available via application to the CEO, upon invitation.

Employee Signature

Date