

# ZIP WIRE INSTRUCTOR

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|----------------------|-------------------------------|
| Job Title            | Zip Wire Instructor           |
| Normal Place of Work | Zip Now Cardiff - Cardiff Bay |
| Reports to           | Zip Wire Managers             |

## JOB PURPOSE

The Zip Wire Instructor team are key to the success of our events. You could be involved in delivering some or all aspects of the customer journey from check in, through to safety briefing, kit up and clipping on and off the zip wire. You will circulate between a variety of positions throughout each shift.

You will ensure that the highest safety standards are adhered to at all times, while also making sure that our customers have a great experience during their visit.

## GENERAL

- Understanding and following The City Zip Company/Zip Now Standard Operating Procedures (SOPs), emergency procedures and risk assessment documents
- Understanding and following staff and site handbooks
- Assisting with the set-up of the event each morning so that the event is ready to receive the first customers on time
- Carrying out checks to the activity equipment and event set-up and reporting any issues to a Manager.
- Assisting with the closure of the event each evening so that the site is safe and secure
- Keeping noise and disruption to other bay users to a minimum by keeping all activity within the event boundary
- Ensuring the event site is always at its best. This may include:
  - Keeping the site tidy and litter free
  - Keeping the buildings, towers and external kit area clean, safe and well organised
  - Checking the toilets are kept clean and stocked
- Identifying issues relating to faulty or broken equipment and acting quickly to a Manager
- Identifying issues relating to faulty ticketing system, WIFI, generators, toilets and so on and acting quickly to notify a Manager
- Looking after communications equipment (radios and phones) and ensuring that you check them in and out correctly and that they are charged each night
- Identifying any supplies needed for the site such as wristbands, toilet paper, stationary and cleaning equipment and acting quickly to notify a Manager
- Providing the highest levels of customer service at all times

During your shift you will be allocated different roles within the customer journey, varying from shift to shift, and dependent on the level of competency you achieve. The lists are not exhaustive and you will be expected to perform ad hoc duties to ensure the event operates safely and that customers are happy.

## INSTRUCTOR (GRADE 0)

### Check In Desk

- Check in pre-booked customers on the check in system
- Sell tickets to walk-in customers if the a Manager has confirmed there is capacity
- Ensure all customers have signed the waiver
- Ensure all customers meet our requirements in respect of accompanied children
- Assess customers to ensure they meet the height and weight restrictions and comply with other safety requirements in respect of clothing and hair
- Issue wristbands to customers and direct them to safety briefing

- Up-sell Photo Pack and Merchandise

### **Safety Briefing**

- Welcome customers and explain purpose of briefing
- Show video
- Get customers excited
- Direct customers to lockers and remind them of what has to be stored
- Direct customers to kit up waiting area

### **Kitting up and De-kit**

- Layout equipment for each group of customers with the correct size harness
- Teach the customers how to put on the harness and ensure they are properly fitted
- Ensure that customers store their valuables in pouches that are securely attached to the harness
- Give each customer a helmet and ensure it is properly fitted
- On landing remove all equipment carefully and return to the equipment storage area in good order

### **Retail Areas**

- Manage the retail areas selling photos, videos and merchandise to customers
- Collect payments
- Keep the areas, including lockers, tidy and clear of rubbish or obstructions

### **Sentry**

- Check all customers have the correct wristbands
- Visually check that equipment is still properly fitted before climbing to the roof
- Manage the flow of customers to the roof

## **INSTRUCTOR (GRADE I)**

### **Launch**

- Greet customers arriving on the roof and ensure they are connected and locked onto the safety wire, direct them to the launch platform
- Attach customers to the zip wire correctly prior to launch
- Ensure the launch tower dispatcher has cross checked the customer is correctly attached before launching the customer
- Ensure customers with photo wristbands have them scanned
- Ensure customers are only launched when the Zip Wire is clear and the launch tower dispatcher has confirmed it is safe to do so

### **Landing Tower**

- Ensure braking system is reset correctly
- Activate photo system when customer arrives at brakes
- Where necessary pull the customer from the line onto the landing tower
- Detach customers correctly from the Zip Wire on landing
- Ask landing tower receiver to check the customer is correctly detached before they leave the landing tower
- Direct customers to the de-kit area

## **INSTRUCTOR (GRADE II)**

### **Launch Dispatcher**

- Check customers are attached correctly by launch operators prior to take off
- Lead radio checks with the Landing Receiver that the lines are clear before allowing customers to jump
- Giving the signal to launch operators to launch customers
- Manage flow and capacity of launch

### **Landing Receiver**

- Lead the radio checks to confirm to the Launch Dispatcher that the lines are clear and ready for customers to jump

- Supervise the reset of the braking system and resolve any issues prior to initiating radio checks
- Ensure customers reach landing tower safely and are pulled in correctly
- Check customers are correctly detached from the zip wire by landing operator
- Check customers are correctly attached to and dispatched from the Mega Drop

**Basic Recoveries**

- Being able to assist riders on and off the wire without needing to detach yourself from the platform or take the customer off their own safety system