



## BIKE SALES ASSISTANT

Reports to: Site Manager or Deputy/Duty in the Site Manager's absence

Contract Period: Fixed term, for one season only. The core season will be April to October. Extensions for weekends and holidays may be offered

### Reward Package

Hourly Rate: Rates as per the advert

Holiday Entitlement: 28 days holiday (pro rata) has been included in hourly rate above. Holiday pay will be specified separately on your payslip

Flexible Working Hours: Weekend and bank holiday are standard working days  
Hours will be rostered by the Site Manager

### Job Role

The main part of the Bike Instructor's role is to assist in successful running of the Bike Hire, including all aspects of the operation pertaining to equipment, facilities, health and safety, customer care and administration.

You will also need to successfully complete Go Ape's in-house training program. You may be required to work as an Instructor, unsupervised at height and therefore need to meet our minimum health and safety requirements, including being over 18 years of age.

Your role may require other tasks including the instruction and delivery of all of Go Ape's activities dependent on your location's offering.

Main Duties and Responsibilities

### Health and Safety

At all times, and in accordance with company procedures and training:

- Comply with all health and safety policy, measures and legislation
- Follow all Health and Safety procedures

- Ensure your own safety and those with whom you are working
  - Use equipment in a safe manner as trained
  - Ensure the safe operation of the Bike Hire equipment
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- Maintain the security of the equipment
  - Assist with Risk Assessments and Method Statements where required
  - Apply first aid when necessary, appropriate to your skill level
  - Report and record all accidents, significant incidents and rescues correctly
  - Report all safety matters to the Site or Duty Manager
  - Keep up to date with the First Sight File
  - Carry out site checks during the daily opening and closing of the site and recording any findings

### **Personal Protective Equipment (PPE)**

- Check PPE each time it is issued and returned by a customer
- Fit and remove customers' PPE correctly
- Inspect and maintain site, PPE and other safety equipment, ensuring it is in good order
- Ensure site PPE is correctly serviced, reporting all faults where found
- Maintain the PPE and equipment records as required

### **Customer Service & Safety**

- Assist with customer enquiries & bookings
- Welcome customers and prepare them for their bike hire
- Ensure all Go Ape participants complete a risk acknowledgement/disclaimer
- Comply with company rules on height, weight, age and medical conditions
- Demonstrate the safe use of bikes
- Instruct and brief customers in the safety procedures and the safe way of using the bikes
- Confirm participants' competence to continue beyond the briefing stage
- Do everything within reason to minimise customer complaints and maximise customer satisfaction

### **Inspection and Maintenance**

- Carry out maintenance checks
- Record checks, serviceability and work required in the relevant register
- Notify the Site Manager or Duty Manager of any site problems
- Maintain the bikes in good serviceable order in accordance with Company procedures
- Ensure all administration, documentation, logs and records are compiled, updated and stored as per Company procedures

### **Financial Management**

- Operate the till and take receipt of payments
- Ensure all cash, cheque and credit card transactions are completed according to PCI and company directives
- Bank payments, as requested by the Site or Duty Manager

### **Personal Professionalism**

- Read and comply with the Company Handbook
- Visit and work at other Go Ape sites and attend training, as required

### **Essential**

- Safety conscious, with a professional outlook and able to work under own initiative without supervision
- A 'customer comes first' attitude with drive and enthusiasm to achieve customer WOW!
- Excellent interpersonal and communication skills. High standard of personal hygiene and appearance
- Must be an enthusiastic team player and be able to work with other colleagues in a dynamic working environment
- High energy levels with a cheerful disposition and the ability to work under pressure
- Must like working outdoors and have a good head for heights
- Must be able to demonstrate attention to detail and diligently follow company procedures
- Own transport (able to get to and from site)
- Basic First Aid Certificate (to be obtained prior to start date)
- Must be able to perform all physical duties (with reasonable adjustments where required)

### **Desirable**

- Previous experience working with bikes
- To have visited a Go Ape site
- To live within 1 hour's commute of Site
- Coaching or Training knowledge
- Instructing experience
- Practical DIY & maintenance skills
- Bike mechanic qualification or similar
- Health & Safety experience
- Sales experience

## **COMPANY ETHOS**

### **Our Values**

- Keeping the adventure in adventure
- Encouraging 'I can't' to become 'I can'
- Always seeking to be two steps better

- Zero risk equals zero development
- To challenge, surprise and excite
- Build in customer delight
- Be socially and environmentally responsible
- Create worthwhile, rewarding jobs
- Do the right thing

### **Our Mission**

- To be the best adventure company on the planet  
(where you can be home in time for tea)

### **Our Vision**

- “Creating adventures; encouraging everyone to live life adventurously”

If you feel as strongly as we do about encouraging everyone to live life more adventurously then this could be the perfect environment for you to work