



Customer Activity Assistant – Zip Wire

Full time & part time available – weekends and bank holidays are standard working days.

Start date: 27th January – non-negotiable as training is scheduled 27th – 31st January.
Zip Wire officially opens Saturday 15th February.

Rates of pay: Competitive pay based on experience.

Job Overview

St Andrews Lakes is seeking an enthusiastic customer activity assistant to join the team for our brand-new zip wire opening in 2025! The successful candidate 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
- Ensure all waivers and relevant paperwork are completed by customers
- Fit, remove and inspect harnesses and protective equipment
- Conduct clear and engaging safety briefing for participants, explaining all necessary safety procedures
- 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.
- Report and record accidents and incidents
- 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.
- Read and comply with the company handbook
- Keep up to date with company policies

Essential Attributes

- Enthusiastic team player who can work well with other colleagues in a dynamic and fast paced environment
- A positive and energetic attitude.
- Able to work under own initiative without supervision
- Comfortable with heights for long periods
- Excellent interpersonal and communication skills
- High standard of personal hygiene and appearance
- Enthusiasm for working outdoors
- 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

What we offer:

- Full training and ongoing development opportunities
- Free use of facilities for you and immediate family. Friends and other relatives 20% discount.
- Swim for free!
- PPE supplied
- Free onsite parking
- 20% discount at our onsite café & pizzeria
- Retail discounts
- Company events

How to Apply: If you're ready to help our guests soar to new heights and create unforgettable memories, we'd love to hear from you! Please send your CV and a short cover letter explaining why you'd be a great fit for this role to jobs@standrewslakes.co.uk