



## 1. Xscape Braehead – General Information

### a. Xscape

The Xscape brand stands for excitement, adventure and good times.

Xscape Braehead is without the most exciting adventure sports destination in the UK and possibly in Europe. Braehead is the third in the Xscape model, after Milton Keynes and Castleford. Xscape currently Braehead attracts up to 4 million visitors per year. Every one of those visitors walks past “Climbzone” - the UK’s largest freestanding climbing wall, 60m long state of the art aerial adventure course 15m above the ground, Fandrops – free falling in air, “Robocoaster” – the worlds first passenger carrying robot.

[www.climbzone.co.uk](http://www.climbzone.co.uk)

[www.xscape.co.uk](http://www.xscape.co.uk)

### b. Partnerships

In partnership with Xscape, Climbzone is one of the main attractions of the destination and the perfect addition to the UK’s largest indoor real snow slope, 12 screen multiplex cinema, 22 lane bowling complex, restaurants, cafes, bars and lifestyle shopping on the grand scale. The success of Climbzone is reflected by the success of Xscape as a destination. Continued success will be achieved by the joint effort of all the activity providers and tenants and will depend on the enthusiasm and effort of the staff and management team.

### c. Standards

As part of the Xscape experience, there is a high level of expectation on service and enjoyment for Climbzone customers. This means we need dynamic and professional staff who value every customer and strive to offer the best experience possible.

### d. Achievement

Targets will be high, but achievable. Climbzone user figures are approximately 60,000 users a year. All staff receive the full support of In Extremis Ltd’s expertise and back up as well as direct support from an area manager and company directors.

## 2. The Climbzone Facilities

As you enter Xscape, the first thing you will see is “Robocoaster” the worlds first passenger carrying robot ride. It is separate from the main Climbzone area but participants do not need equipped, it is self-sufficient. The main Climbzone facility sits in the middle of the glass fronted entrance mall and is very striking. Its theme is “Fire and Ice” and the paint scheme reflects this. There is a single entrance point, reception and admin area on the ground floor (shared with costa coffee) and a spiral stair taking you up to the climbing mezzanine level. Carrying on up the stair, you come to the bridge. At 6m above the ground, the bridge takes you to the 700ft<sup>2</sup> group room and toilets, equipped with lockers and benches; all participants are equipped here. Up the stairs again and you come out at 13.5m and are at the start of the Skypark and walkway to the double Fandrop.

### a. The Climbing Wall



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The Entre-prise wall sits on a “private” mezzanine level in the centre of the entrance mall and has a total of 23 climbing routes. The routes are approximately 10m high with varying profiles. Auto belays are provided for all routes if required. The wall is a one-piece freeform resin skin with features and bolt on holds.

b. The Skypark

Built by market experts “Ropes Course Developments”, the Skypark starts and finishes from a platform at the top of the access stair. It is approximately 60m in length and comprises a double track system with trolley anchors that follow the participants as they progress. The skypark starts with a 25m zip slide followed by elements including, traverse wall, hanging logs, jigsaw, swinging rungs, swinging platforms, cargo net, Burma bridge, rope ladders, before returning to the platform again – All 17m above the mall!

c. Fan drops

You actually walk along the top of the climbing wall to access the Fandrops. Side by side, they are they were the first in the world of a new patented design, clip and jump it's as simple as that. You arrive softly, a few seconds and 13m lower in a padded landing pod! (On the ground floor close to the reception entrance).

d. Robocoaster

This really has to be seen to be believed. A huge articulated robotic arm with a double seat on the end!

[www.robocoaster.com](http://www.robocoaster.com)

Full training will be given in operation, control and safety systems involved in robocoaster.

### 3. Job Description

- a. Position Operations Manager, Full time, Climbzone – Xscape Braehead
- b. Hours As required based on 40hrs per week including a minimum of one weekend day per week
- c. Holidays: 32.5 Days paid – holiday including bank holidays, all by arrangement.
- d. Closing Date: 8<sup>th</sup> April 2010

### 4. Remuneration

- a. Salary: Basic Salary £20,420 per annum.
- b. Optional Schemes
  - i. Pension Company Stakeholder Scheme Available
  - ii. Healthcare Company Healthcare Scheme Available



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## 5. Responsibilities

The operations manager will report to an area Manager and work in close contact with the management team. Whilst guidance and training will be provided, the manager will be responsible for:

### a. Safety

Health and Safety are by far the highest priority issues. The manager will be expected to set the highest safety standards and strive towards best practice in all areas of the business. A proactive and practical approach to Health and Safety is essential. Areas include:

- i. Inspection and maintenance regimes.
- ii. Fire drills and evacuation procedures.
- iii. Staff awareness and responsibilities, fully integrated into the safety culture.
- iv. Staff vetting and competence.
- v. All safety and operating procedures.
- vi. Monitoring and evaluation regimes.

### b. Staff Management

Staff programming efficiency is key to the profitability of Climbzone. Key areas include:

- i. Hiring
- ii. Training
- iii. Staff performance
- iv. Rota's
- v. Communication

### c. Facility Management

- i. Opening Hours
- ii. Cleaning
- iii. Maintenance
- iv. Route Setting

### d. Customer Service

- i. Promoting the "Yes" response
- ii. Insuring Risk is disclosed
- iii. Maintaining the highest levels of customer satisfaction.

### e. Takings

- i. Responsibility for till system and banking on a daily basis
- ii. Credit Card Takings.

### f. Reporting/Recording



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- i. Our Xscape partner requires user figures weekly and a quarterly turnover report
  - ii. Sales reports to area manager.
  - iii. Target and projection analysis.
  - iv. Documentation for all areas, Health & Safety, Staffing, Training, Maintenance etc.
- g. Xscape Partnership
  - i. Liaison with Xscape centre management
  - ii. Liaison with Xscape Tenants
- h. Promotion
  - i. Sponsorship
  - ii. Advertising
  - iii. Promotions

## 6. Requirements/Experience

Applicants for the Manager position should be able to demonstrate ability in all areas of responsibility as detailed. There is also a requirement for the applicant to hold a valid Single Pitch Award or Climbing Wall Award. Experience in the following areas will also be favourable:

- a. Managerial experience
  - i. Staff management
  - ii. Rotas etc.
  - iii. Efficiency
- b. Activities
  - i. Climbing
  - ii. Ropes Courses
  - iii. Adventure Sports
- c. Health & Safety
  - i. Experience in Health and safety procedures and implementation.
  - ii. Legal framework
  - iii. Understanding of employers and civil liability.
  - iv. Accident reporting and investigation.
- d. Customer Service
  - i. Experience with dealing with the public
  - ii. Good communication skills
- e. Money/Administration
  - i. Banking, cheques, credit card etc.
  - ii. Computer literate, Email, Internet, Microsoft Office.
- f. Marketing and Sales
  - i. Experience in dealing with fast moving sales
  - ii. Ability to adapt to changing market demand



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To download an application form click please visit [www.climbzone.co.uk/welcome/recruitment.php](http://www.climbzone.co.uk/welcome/recruitment.php)

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For more information and application forms contact:  
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