



THE SPORTS TRUST

Role Profile and Scorecard

Climbing Marshal & Assistant Instructor

Date: June 2025

Location: F51

Reporting to: F51 Centre Manager

Role Profile

Mission

To create a safe, fun, and welcoming environment for everyone who visits the climbing centre at F51. You'll be the friendly face customers meet when they arrive, the helping hand they need on the wall, and a key part of the operational team delivering exceptional customer service, safety, and support throughout their visit.

Key Outputs

1. All customers receive a warm welcome and feel confident using the climbing centre safely.
2. Climbing sessions are delivered smoothly, professionally, and with enthusiasm.
3. The climbing centre environment is clean, safe, and operating to the highest standards.
4. Customers, especially beginners and younger climbers, feel supported and included.
5. Accurate records are maintained (e.g. waivers, check-ins, equipment checks).
6. Any issues are reported and resolved quickly to maintain a safe facility.
7. Communicate effectively across multiple age ranges which ensures management standards on delivery are maintained.
8. F51's values are consistently demonstrated in everyday interactions.

Key Responsibilities

1. Deliver first-class customer service throughout the climbing centre.
2. Marshal the bouldering and ropes areas, ensuring all climbers follow safety guidelines.
3. Assist or lead on climbing sessions, inductions, and casual drop-in support.
4. Carry out daily safety and equipment checks; report any faults or hazards.
5. Operate reception systems including check-in, waivers, and payments.
6. Support with facility cleanliness including toilets, communal areas, and climbing equipment.
7. Spot and respond to unsafe use of the facility promptly and professionally.
8. Communicate clearly with climbers of all ages, abilities and backgrounds.

9. Provide information on centre activities such as parties, events or memberships.
10. Uphold F51 and The Sports Trust values in every interaction.

Role Specific Competencies

Customer Service

Delivers a helpful, approachable, and informed experience every time.

Attention to detail

Accurately completes safety and equipment checks.

Communication

Explains instructions clearly, adapts to different age groups and situations.

Team Collaboration

Works well within the climbing team and wider venue staff.

Situational Awareness

Maintains focus and ensures climbing areas are always monitored for safety.

Problem Solving

Responds calmly and effectively to unexpected situations.

Responsibility

Takes ownership of tasks and supports others when needed.

Living our Values at The Sports Trust

Our values are the driving force behind our work:

Fun
Originality
Local People
Kindness
Equality

We, as The Sports Trust, live and perform to these values in all the work we undertake for the community.

Background (Qualifications, Skills, Experience)

Essential:

- Aged 18+ at time of appointment
- Comfortable working at height and in a physical environment
- Confident working with children and young people
- Strong customer service and communication skills

- Basic IT skills and ability to use booking/waiver systems
- Available for variable hours across weekdays and weekends

Preferred:

- Previous experience working in a climbing centre
- Qualifications such as CWI (Climbing Wall Instructor), CWDI, First Aid, and Safeguarding
- Experience using Roller or similar climbing centre software
- Knowledge of bouldering and high ropes operations
- DBS clearance and up-to-date safeguarding training
- Experience leading or supporting group sessions or climbing inductions

Success Criteria

Criteria	Platinum (4)	Gold (3)	Silver (2)	Bronze (1)
Key outputs	Delivers & exceeds against objective set	Achieves objective >75%, quick to adjust and Improve	Achieves objective > 50%. Often needs coaching	Achieve < 50% of objective. Shows little capacity to achieve results
Key Responsibilities	Owns & consistently fulfils this task and initiates continuous improvement ideas	Shows ownership & consistently fulfils this task	Task is sometimes completed, but needs more ownership and consistency	Task is often left incomplete
Competencies	Expert and consistent demonstration of this skill under all circumstances	Consistent, uses this skill to deliver desired results > 75% of the time, getting stronger	Demonstrates this skill >50% of the time. Working on and improving	Demonstrates this skill < 50% of the time. Has difficulty assimilating this skill
Living our Values	Lives them even when personally detrimental	Consistent, even at expense of short term results	Buys into values, but falls short under pressure	Gives lip service. Uses Core Values to benefit self

Assessment

Name and Date:	
Position:	
Reports to (name & position):	
Quarterly Objectives (linked clearly to Key Outputs)	
	Platinum
	Platinum
	Platinum
	Platinum
Comments:	
Key Responsibilities	Assessment rating

	Platinum
	Platinum
	Platinum
	Platinum
Competencies	Assessment rating
	Platinum
	Platinum
	Platinum
Living our Values	Assessment rating
	Platinum
	Platinum
	Platinum