



**development
through
challenge**

Job title: **Head of Instruction & Health and Safety**

Reports to: **Centre Manager**

Responsibility for: **Coaches and Instructors**

Date of last revision: **October 2024**

Role Description:

This role covers two distinct areas:

- **Head of Instruction** - Responsible for managing all aspects of the services provided by the coaching/instructional team. This includes: course design and delivery, recruitment, line management, of the team and management of the commercial course programme.
- **Head of Health & Safety** – The post holder will have oversight of all aspects of the company’s health and safety compliance. This includes conforming to necessary legislation and ensuring that Mile End Climbing Wall maintains its industry reputation for quality in its health & safety practices.

Main Duties and Responsibilities

Head of Instruction:

- Day to day management of the coaching/instructor team; including agreeing/scheduling holidays and managing holiday/sick cover.
- Recruitment of new coaches/instructors; including leading interviews and ensuring adherence to the safer recruitment procedures.
- Induction and training of coaches/instructors in line with the high standards expected by MECW.
- Monitoring, moderating and appraising coaches/instructors on a regular basis.
- Developing new program products and improving existing ones: Including writing coaching syllabuses and session/training plans.
- Working with other members of the management team to co-ordinate the commercial program.
- Work as a coach/instructor to cover sessions as and when the need arises.
- Ensure the commercial course program is scheduled correctly and efficiently.

Head of Health & Safety:

- Ensure compliance with all relevant Health & Safety legislation, including but not limited to the Health and Safety at Work Act, Control of Substances Hazardous to Health (COSHH) regulations, and the Management of Health and Safety at Work Regulations.
- Conduct regular risk assessments and inspections to identify potential hazards, assess risks, and implement appropriate control measures.
- Liaise with the MECW Technical Advisor on any issues requiring their input or notification, including accident reporting, training, incidents or general day-to-day technical advice.
- Provide guidance and training to staff members on health and safety practices, procedures, and emergency protocols, including first aid, fire safety, and evacuation procedures.
- Collaborate with the management team to develop and implement emergency response plans and procedures, ensuring they are regularly reviewed and tested.
- Monitor and investigate incidents, accidents, and near-misses, ensuring thorough investigations are conducted and appropriate corrective actions are taken to prevent reoccurrence.
- Keep up to date with changes in legislation, industry standards, and best practices relating to health and safety, and ensure that the centre's policies and procedures are updated accordingly.
- Maintain accurate and up-to-date records of health and safety activities, including incident reports, risk assessments, training records, and safety inspections.
- Liaise with external regulatory bodies, such as the Health and Safety Executive (HSE) and local authorities, as required, and assist with any inspections or audits.
- Promote a positive safety culture throughout the climbing centre by raising awareness of safety issues, and encouraging staff and customers to actively participate in maintaining a safe environment.
- Conduct regular health and safety audits to evaluate the effectiveness of safety measures, identify areas for improvement, and implement necessary changes.
- Carrying out any other duties as may be reasonably required.