



Climbing instructor – Newquay Rocks

Type: Full time & Part time roles available

About us

Hendra Holiday Park is a family-run, five-star, multi-award-winning destination in beautiful Newquay, Cornwall. We're proud to offer memorable holiday experiences for our guests and are now in the process building a new facility on site, Newquay Rocks. A new year-round activity centre, accommodating a family climbing facility, soft play, gym, coffee shop and community event space.

As part of a well-established business, you'll enjoy a supportive, fun work environment with plenty of opportunities to grow and make a real difference in the guest experience.

The role

As a climbing instructor, you will be responsible for delivering a safe, engaging and high-quality climbing sessions while ensuring the smooth day to day operation of the climbing facility. You will help create a positive and professional environment for all visitors by maintaining high safety standards, supporting participants and providing excellent customer service.

You will play an important role in guiding climbers of all abilities and demonstrating clear delivery through inductions and training sessions. This role requires a proactive individual with strong communication skills, confidence working at height and a commitment to a great customer experience.

Responsibilities include:

- Delivering safe and enjoyable climbing inductions and sessions
- Supervising climbers and ensuring all safety checks and procedures are followed
- Conducting daily equipment checks
- Responding to incidents and emergency procedures
- Assisting with wall inspections
- Reporting any maintenance issues

- Providing health and safety briefings to participants
- Supporting and assisting other climbing instructors and team members
- Helping to develop climbing activities, courses and sessions
- Maintaining cleanliness and organisation with customers within the climbing and induction areas
- Building a positive relationship with customers and providing excellent customer service
- Working at height safely
- Assisting with instructor training and assessments where required.
- Delivering excellent customer experience and creating a positive experience for all customers
- Monitoring soft play facility where possible
- Cleaning facility in between sessions

Who we are looking for:

We are looking for a friendly, professional and motivated individual who:

- Is a strong team player with a professional and positive attitude
- Has good communication skills and the ability to build rapport with customer and colleagues
- Is confident supervising climbers and delivering clear safety briefing and inductions
- Is comfortable working at height and maintaining high safety standards and best practice
- Is reliable, punctual and able to work effectively in a fast-paced environment
- Can show initiative and a hands-on approach to daily operations
- Is enthusiastic about supporting climbers, helping and encouraging their development and participation
- Is willing to learn, develop and take part in ongoing training and assessments where needed.

Climbing experience is preferred, however full training will be provided.

We will conduct full DBS checks, for all team members working within Newquay Rocks.

What We Offer:

- 50% off food and hot drinks (Terrace Restaurant, Beach House Bar & Pizza, Always Sundae, Fish & chip shop)

- 50% off swimming at the Oasis Fun Pools
- 50% off Palm Beach Adventure Golf
- Discounted Family Stays
- Discounted local gym membership
- Free Parking
- 10% off at Saunassa
- 20% off at Fistral Beach Surf School
- Staff Discount at 123 Taxis
- 25% discount at the Hendra Laundrette if living on site