

Thomas Hancock

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DOB: 22/05/1991

Education & Training

Competent PPE Inspector (Hightec)

Wire Rope Inspection for Fall Arrest Blocks & Rescue Winches (Certex)

Scaffold Safety Inspector – (Citrus Training)

IRATA Level 1 (Total Access)

Height Safety Equipment Appreciation & Inspection (Spanset)

European Ropes Course Association (Vertex Training)

Working at Heights Trainer (Total Access)

Aerial Rescue & Evacuation

National Pool Lifeguard Qualification

Pool Plant Operator (Leisure Pool)

NVQ Level 3 in Management Skills (Well Training & Consultancy Specialist)

NVQ Level 2 Plumbing Stoke-on-Trent College 2007 - 2009

10 GCSE's Grade A to D Blythe Bridge High School 2002 – 2007

Full clean UK driving license

Career History

RidgeGear - Training Manager

March 2018 – Present

- Responsible for organising training across all RidgeGear products as well as height safety training within industry specific areas. Training courses are kept up to date with current European standards.
- Growing the training department by making close relations with new and existing customers within and outside of the UK.
- Ensuring that the training team are kept up to date with the industry standards by attending relevant training.
- Work closely with the marketing department and produce content that can be used in documents such as; training manuals, safety information cards and safety videos.
- To ensure that contracted trainers who deliver RidgeGear training have the right experience and qualifications.
- To be actively involved with RidgeGear service agents to ensure that they are stocked with the correct service parts and that their engineers are fully trained and their certificates are in date.
- To communicate with heads of departments.
- To attend exhibitions to assist with sales demonstrations and meet new customers through networking.
- Inspect any fall arrest equipment that customers send to RidgeGear and accurately record the findings.

- As part of the product development team, we discuss new products and designs so that we can adapt to the fast growing industry and develop new and innovative ideas.

Velocity Leisure – General Manager

August 2017 - March 2018

Velocity Leisure operate in the North West. My main duties were to manage the operation of two leisure parks; Otterspool Adventure Centre in Liverpool & Velocity Indoor Adventure Park in Wigan. Both parks had to meet strict health and safety procedures as they had activities such as; Zip-lines, Climbing Walls, Drop Towers, 230 Trampolines and a Ropes Course. As all activities were classed as 'high risk', I had to ensure that all staff that operated these areas were fully trained in; First Aid including Defib, Instructor Trained, Height Rescue Trained (ERCA) etc.

I was given financial targets to achieve on a monthly basis. To hit these targets, I had to ensure that the staff roster reflected the revenue we were taking that month. During off-peak periods, I pushed promotional offers and ensured that food stock levels were kept to a minimum to reduce any waste.

Clip n' Climb Chester – General Manager

December 2016 - July 2017

As the General Manager, my focus was on the operation of the centre on a day to day basis whilst sticking to a budget given by the Directors. The climbing centre had 25 different climbing activities as well as a Leap of Faith and Drop Slide attraction. With it being such a large centre, the majority of my work involved monthly inspections on the belay units and safety harnesses and ensuring that the centre was in good condition overall to minimise any potential risks.

Training was given to myself by the manufactures of the centre and from this, it was my role to ensure that any staff that was recruited was trained to instruct and rescue and to attend refresher training courses on a monthly basis.

Merlin Entertainments Group, Alton Towers Resort

March 2011 – December 2016

Whilst working at the Alton Towers Resort, I established myself as a key worker and I was always pushing to reach that next level in my career in management and with this came great rewards. Having a keen interest in height safety, I was selected to work on the Aerial Rescue & Evacuation Team. This job role was additional to my full time duties and a lot of my extra time was taken up by emergency evacuation practices and training other team members involved in height safety.

- **Sky Ride Rescue & Evacuation, Aerial Team (IRATA LVL 1)**
- **Working at Heights Trainer & Assessor**
- **Leisure Operations Supervisor**
 - o March 2015 to Dec 2016
 - o Waterpark & High Ropes Course Operation
- **Assistant Area Manager**
 - o April 2013 – November 2013 – (Secondment)
 - o Smiler, Oblivion, Enterprise, Submission & Hex
- **Park Operations Trainer & Assessor**
 - o March 2011 – March 2015
 - o Smiler, Air, Monorail, RMT

Other

The Queens at Freehay

- Restaurant Waiter
- Bar Manager

Dresden Heating & Plumbing

- Plumbing Engineer

References available on request