

MISSION STATEMENT; “To assist all young people in reaching their full potential, by offering Christian love through Sport, Creative Activity and Adventure, in a caring, accepting, safe environment - sharing enthusiasm and building respect and self-esteem through relationships.”

JOB DESCRIPTION

**Centre: Whitemoor Lakes**

**Title: Activities Administrator/ Senior Instructor**

**Responsible to:** **Chief Instructor**

**Hours: Full time**

**MAIN PURPOSE:** To ensure the prompt and efficient day-to-day planning and administration of the Activities Department including customer liaison to effectively meet visiting groups needs within the resources available to the centre to assist the other admin and Senior Instructors in busy times. Duties typically include administration, programming and staff rota planning, implementation and other Senior Instructor responsibilities.

**MAIN DUTIES AND RESPONSIBILITES**

* To provide administrative support in the creation, implementation, and marketing of instructed activity programs and training courses.
* To serve as principal liaison between group leaders, Chief/Senior Instructor and external activity providers on day-to-day activity programming.
* To incorporate, where-ever possible, the use of visitor attractions and outside providers in groups’ activity program
* Meeting or exceeding the agreed targets for the number of groups and the percentage of their time occupied by these.
* Coordinate booking, programming & payment of outside providers and visitor attractions engaged in implementation of activity programs.
* Write, edit, and coordinate the development of group activity programs, as appropriate to residential and day groups, where applicable within agreed timescales whilst balancing the needs of the group but also the needs of other residential or other possible bookings.
* To manage the number of Instructors required to deliver programs and to inform the Chief Instructor immediately of when freelance staff will be required.
* Pro-active response to customer enquiries. Through pro-active customer contact identify further activity session sales opportunities.
* To manage activity day booking events in their entirety managing all aspects of the event in conjunction with Guest Services and the Booking Administrator. Where applicable take payments.
* To co-ordinate and manage local “holiday club, activity days” events, to maintain relationships with the local people that use the Centre, informing them of up-and-coming events happening at the Centre. Advertise events through local publications.
* Manage special requirements as requested and coordinate in conjunction with the Chief Instructor and the Head of Centre.
* To be an active member of the wider admin team and assist them when needed.
* To assist with any aspect that may be required to ensure the smooth running of the centre this may include the instructed sessions, training, observations and/or assessments.
* To be involved within a smaller safety check team and conduct staff appraisals.

Person Specification – Activities Administrator

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| Attributes | Essential | Desirable |
| Personal Qualities | * Have excellent organisational skills and ability to multitask.
* Must be flexible and adaptable, self-motivated and a pro-active worker.
* Strong appreciation of customer service skills.
* High Level communication skills able to communicate with members of the public in person, by telephone and in writing.
* Ability to work on own initiative.
* Outgoing personality with a keen sense of humour.
* Hard working.
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| Qualifications | * 5 GCSE’s Grade A-C or 9-4.
* Experience of previously working in an administrative role.
* Minimum of **ONE** of the following qualifications, RCI, CWI, British Canoeing Coach or leader award, RYA DI or above.
 | * Qualifications, RCI, CWI, British Canoeing. Coach or leader award, RYA DI or above.
* Archery Instructor.
* Power Boat Lvl 2.
* Previous in house qualifications of note.
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| Experience | * To have worked within Outdoor Industry previously.
* Must have customer service experience outside of activity delivery provision.
* Planning skills.
* Maintaining and updating databases i.e. Excel and Booking programs.
* Coaching
 | * Experience with rostering of staff.
* Planning skills.
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| Job Specific | * Uphold the foundations and act with integrity and in accordance with the organisation’s values.
 | * Ability to relate specifically with young people, professionals and public.
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| Knowledge & Skills | * Proficient in the use of MS Office applications including Excel & Word, Staff rostering.
 | * Basic understanding of outdoor activities offered and how they are run.
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| Interpersonal | * A committed team player
* Excellent communication skills
* Ability to provide support for junior and trainee staff
 | * Team work
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