**Senior Instructor**

Job Description & Personal Specification

**Overview**

**Centre:**  Whitemoor Lakes

**Department:** Activities

**Reporting to:** Chief Instructor

**Hours:** 37.5 Hours (Any 5 days out of 7, including evening and weekends

bank holidays)

**Role Type:** Permanent, Full Time, Shift Work

**Overall Purpose:** To deliver activities and facilitate learning experiences in accordance with the Organisation’s guidelines, supporting the development of young people who are part of the groups served by the centre and its staff.

**Job Description**

**Responsibilities:**

1. **Share responsibility for the activities team and oversee daily management and delivery.**
   1. Coordinate with team members to ensure all activities are scheduled and staffed appropriately and address any issues that arise during the day.
2. **Ensure all activity programmes are delivered to a high standard through training, observations, and assessments.**
   1. Conduct regular training sessions for staff, observe their performance during activities, and provide constructive feedback to maintain high standards.
3. **Establish and maintain documented safety standards and operating procedures for all activities and training.**
   1. Develop a comprehensive safety manual for all activities, and ensure all staff are trained on these procedures.
4. **Ensure all operational procedures meet required safety standards and that equipment complies with Health and Safety legislation.**
   1. Regularly review and update safety protocols to comply with the latest Health and Safety regulations and conduct safety audits.
5. **Maintain activities equipment in good condition, inspect regularly, report items needing replacement to the Chief Instructor, and maintain records of all equipment. Keep equipment stores tidy and functional.**
   1. Perform weekly inspections of equipment, document any issues, and report to the Chief Instructor for approval to order replacements.
6. **Assist the Chief Instructor in recruiting activities staff, training them to the required standard, and regularly monitoring their performance.**
   1. Participate in interviews for new staff, conduct initial training sessions, and schedule regular performance reviews.
7. **Oversee certain members of the Instructional team, conduct reviews, address minor issues, and raise individual staff needs with the Chief Instructor.**
   1. Hold monthly one-on-one meetings with team members to discuss their performance and any concerns and escalate issues to the Chief Instructor as needed.
8. **Liaise with group leaders to offer programmes that meet their requirements within the limitations of the activity and instructor team, ensuring current staff can meet these requirements and participating in programme delivery as necessary.**
9. **Collaborate with the Housekeeper during peak times to rota activities staff for duties on the House Team, ensuring smooth running of the Centre and unity among all staff teams.**
10. **Ensure all activity personnel and equipment are smart and tidy, and that staff maintain professional conduct at all times.**
11. **Oversee the pastoral and spiritual needs of the activity team.**
12. **Assist in any aspect required to ensure the smooth running of the Centre.**
13. **Actively contribute to business progression by bringing new ideas or processes to the attention of the Chief Instructor.**
    1. Propose new activity programmes or improvements to existing ones and suggest process enhancements to increase efficiency and effectiveness.

**This job description dates from February 2025 and may be subject to review at any time as deemed necessary.**

**Personal Specification**

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| **Attributes** | **Essential** | **Desirable** |
| Qualifications | * Rock Climbing Instructor or Climbing Wall Instructor * British Canoeing Sheltered Water Coach or above * RYA Sailing Dingy Instructor or above * UK Driving Licence (Full & Clean) * First Aid Qualification | * Mountain Leader Summer qualification * Providership for any outdoor courses * RYA PBI * PPE Inspector * Hold a D1+E endorsement |
| Experience / Management Qualities | * **4 years working at a variety (at least Two) outdoor activity settings at Senior / Chief level** * Experienced working with people from diverse backgrounds, delivering adventurous outdoor activity packages and personal development programmes * Leading / Teaching / Coaching various activities * Talking and liaising with group leaders * Held a senior post managing staff for at least 2 years * Able to demonstrate managerial qualities | * Experience of working in or supervising trainee or junior staff * Experience of business development * Experience of process improvement * Undergraduate or Postgraduate Degree |
| Job Specific | * Uphold the organisation’s foundations and act with integrity and in accordance with the organisation’s values. * A flexible approach to working hours, ability to work long days for sustained periods |  |
| Knowledge & Skills | * Be aware of group dynamic, facilitation and good reviewing skills * Knowledge and understanding of legal responsibilities of outdoor provision E.g. AALA, LoTC * Basic computer skills. * Have a broad knowledge of various outdoor pursuits. |  |
| Interpersonal | * A committed team player, able to listen, share, give and receive support and advice, and resolve differences * Excellent communication skills * Ability to provide support for junior and trainee staff | * Previous supervisory and management experience |