

## Vacancy – Activities Instructor (Casual Hours)

If you are an individual who enjoys working outdoors directly with adults and children then this is the role for you! Whether it's a Scout group looking to enhance existing skills in a one hour session or a school group with no previous experience coming to stay with us for a week long residential, you will be a key part of their experience. Training will be provided for the right individual but existing interest and qualifications in water sports and rope based activities would be a bonus.

### Position Details

Title	Activities Instructor
Contract type & Hours	Casual workers agreement Hours will be flexible in order to meet the needs of the job, which may include weekends and evenings. Rotas are sent out two weeks in advance and work around your availability (perhaps evenings/weekends or University holidays) so the more you are available, the more hours will be assigned. Most hours will be during Peak season (March/April – September) plus out of season events.
Location	Primary location: Phasels Wood Activity Centre, Kings Langley or Tolmers Activity Centre Cuffley Role requires work across all four Hertfordshire sites dependent on customer requirements so you may be transported to other sites during your working hours.
Salary/Hourly rate	£11.50/hour (at age 18+) plus extra for qualifications
Benefits	Auto enrolment pension (qualifying requirements to be met) 30 days annual leave (including bank holidays unless asked to work)
Responsible to	Experience Managers / Lead Instructors
Planned Start date	From April 2024 through the peak season

### Role Purpose & Responsibilities

The Activity Instructors are key to providing the best experiences for our customers during our peak season and our annual events.

They will assist the Experience Managers and Lead Instructors, whilst working alongside the International Volunteers, to ensure the customer's day visit or residential stay runs smoothly, that activities are prepped, delivered and cleared away appropriately. They will need to provide an approachable & professional point of contact for the customer at all times.

The successful candidate will ensure they know what they are doing each day and that their tasks are carried out with customer service and health & safety in mind at all times.

There may be times when the tasks will include helping the Catering and Housekeeping teams dependent on what is required. Therefore an open minded, positive and pro-active approach is needed!

<p>Skills Required</p>	<p>Outdoor activity based skills would be an advantage however training will be provided for a person showing willingness and ability to learn Great communication and customer service skills Current driving license preferred Ability to comply with Health &amp; Safety guidelines</p>
<p>Qualifications &amp; Requirements</p>	<p>Preferably worked in an outdoor setting previously but not essential Willingness to undertake all types of work required Proven experience of working in a customer facing role Able to be flexible with hours, particularly during the peak season (March to September) Commitment to shifts once allocated (provided with two week's notice)</p>