

## Vacancy – Seasonal Lead Instructor & General Assistant

### (Based at Phasels Wood Activity Centre)

The Lead Instructor & General Assistant position would suit a customer focussed individual who enjoys working outdoors directly with adults and children. They would be qualified in Kayaking and/or Ropes and have strong instructor-based skills. They would be a proactive team player who is able to share their existing knowledge and eager to learn new skills.

#### Position Details

Contract type & Hours	Seasonal contract from April to October 2024 (potential to extend) Hours will be flexible in order to meet the needs of the job, which may include weekends and evenings. On average there will be 40 hours a week (more during busy weeks and less during quieter weeks)
Location	Primary location: Phasels Wood Activity Centre, Kings Langley Role sometimes requires work across all four Hertfordshire sites dependent on customer requirements including Tolmers, Harmergreen Wood and Well End Activity Centres so flexibility to travel is required.
Salary/Hourly rate	£27,000 pro rata (£15,750 for 7 full months)
Benefits	Auto enrolment pension (qualifying requirements to be met) 30 days annual leave pro rata (including bank holidays unless asked to work)
Responsible to	Experience Managers
Planned Start date	April 2024

#### Role Purpose & Responsibilities

The Lead instructor & General Assistant role is key to ensuring our customers have the best possible time whilst they are with us. They will be responsible for ensuring the customer’s day visit or residential stay runs smoothly, that activities are prepped, delivered and cleared away appropriately and that they provide an approachable & professional point of contact for the customer. The customers range from Scouts Leaders and Teachers with varying levels of activity centre knowledge, to groups of confident young adults to nervous first timers. The Lead Instructor needs to be consistent in the service they offer but tailor it to their customer group.

The successful candidate will also be responsible for communicating with the Experience Managers and ensuring the Activity Instructors & International Volunteers 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.

This is a seasonal role for our peak season. During this time the Lead Instructor and General Assistant will be mostly occupied with customers and running the activities, although sometimes they may be asked to assist in the kitchens or with the housekeeping dependent on what is required. Occasional administrative tasks and maintenance assistance may be included to the role during quieter periods.

<p><b>Skills Required</b></p>	<p>Great communication skills Strong team player Understanding and demonstration of importance of following Health &amp; Safety regulations Current driving license</p>
<p><b>Qualifications &amp; Requirements</b></p>	<p>Hold current RCI/CWI qualification or have extensive climbing experience and/or Hold a relevant water sports qualification</p> <p>Rifles (NSRA) and/or Archery GB qualifications desirable</p> <p>Hold a relevant First Aid qualification</p> <p>Previous experience of working in an outdoor setting preferred but not essential Flexibility to undertake all types of work required Proven experience of working in a customer facing role Flexibility with hours, particularly during the peak season (March to September)</p> <p>Enhanced DBS and references to be completed prior to commencement</p>