

Main Responsibilities and Duties

- Plan, deliver and review suitable outdoor activity sessions for groups and individuals.
- Be confident in facilitating and taking a lead role with a team of Outdoor Instructors.
- Coordinate session logistics including last minute changes to programming and scheduling
- Be first point of contact for customers and staff if an issue arises
- Ensure all activities conform within current operating procedures and risk assessments whilst keeping the delivery fun, relaxed and engaging.
- Effective incident management including great customer service, good staff management skills including emotional and behaviour support.
- Take a lead role to ensure all health and safety practices are conducted regarding building, equipment and vehicles.
- Be responsible for site as duty-manager including locking and unlocking all equipment and buildings
- Role model great behaviours for outdoor instructors and mentor their development where appropriate

Essential Skills

- Customer service background and excellent customer service skills
- Excellent interpersonal and communication skills and enjoys working with others
- Must be a team player and able to work with others in a dynamic organisation
- High energy levels with a positive approach and outlook
- Ability to work under pressure and to deadlines
- Confidence to ask for assistance and support when required
- Risk assessment skills in a changing environment
- Ability to delegate correctly
- Demonstrable ability to maintain standards in other people's work

Experience & Qualifications Desired

- British Canoeing qualifications (minimum sheltered water e.g. Paddlesport Leader, Sheltered Water Coach, UKCC Level 2 etc.)
- Experience and/or qualifications in other fields e.g. archery, bushcraft, biking, walking etc.
- Minimum 2 years' experience working as an outdoor instructor
- 2-Day first aid course
- Full driving license and own transport

Benefits

- £12.75 per hour (£26,520 pro rata), contracted to a minimum of 40 hours per week.
- Contract length April 15th – August 31st
- A fun and inspiring team who play as hard as they work (Stanley is just down the road)
- A positive training and qualification culture with free or heavily discounted qualifications provided whenever possible
- Access to Health Assured's Staff Assistance Program free of charge. A confidential service which provides support and guidance with any personal or professional problems that may affect your overall health and wellbeing. Their services include free counselling, legal support, bereavement support, online self-help as well as access to their Wisdom wellbeing app.