

Via Ferrata

CORNWALL



Job Description

Job Title:	Via Ferrata Cornwall (VFC) C.I.C. - Instructor
Level:	Level 2
Salary:	£15,834 (£8.70 ph)-£17,290 (£9.50ph)
Term:	4/5/2020 to 1/11/2020 (possible contract extensions available subject to business projections)
Hours:	FT 8.45am to 4.45pm (evening & weekend work will be required)
Responsible to:	VFC Manager

Role Summary and Accountabilities:

The key role of a VFC instructor is to deliver excellent customer service and support Via Ferrata activity instruction and programmes (dependent upon experience/qualifications) to the clients of VFC.

To operate to a highly professional and safe standard, to create an enjoyable, challenging and fun environment, making memories for a wide range of individuals and groups.

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Activity Support/Instruction:

- To lead/support the delivery of a range of VFC outdoor activity programmes
- Maintain a full understanding of Via Ferrata Cornwall's and where appropriate BF Adventure's H&S policies and to understand and practice dynamic risk assessments of all activities
- Motivate & enthuse clients
- Set boundaries and impose consequences should they be exceeded
- Challenge and manage anti-social behaviour
- Adapt level of challenge to needs and capabilities of participants
- To meet the needs of each individual with a focus on inclusive participation
- To demonstrate a clear understanding of safeguarding and equal opportunities
- Work with less experienced staff to support and promote their personal development
- To work evening and weekend shifts

Administration:

- Completion of all documentation relating to client groups/programmes
- Accurate submission of timesheets and monitoring of all internal communications
- Report writing
- Completion of equipment logs and safety checks

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Other:

Due to the varied and ever changing nature of operations at VFC & BF Adventure, you may be required to undertake additional roles, responsibilities and tasks* as necessary to facilitate the smooth running of activities

- Holiday restrictions: During the key operating periods (School Holidays) Holiday may not be permitted

*(within your level of experience, training and capability)

Person Specification

Summary

To work seasonally or all year round operating the Via Ferrata with individuals and groups in a “lead Instructor” Capacity. This would require a very good level of instruction (post initial training) combined with competence and confidence in coordinating staff, visitors, equipment and drawing learning and positives from activities for the benefit of our visitors.

Experience

- *Experience of instruction, activity industry specific training or customer service delivery in a related setting*

Essential Skills and Qualifications

- *Excellent customer service skills*
- *A head for heights and experience of adventurous activities*
- *Problem solving experience*
- *Ability to draw out learning objectives from activities with a large range of groups*
- *First aid qualification – training can be provided*

Desirable Skills and Qualifications

- *Lead instructor capability/experience*
- *SPA / RCI Assessed*
- *ERCA qualification*