



VIA FERRATA

CORNWALL

2022

Via Ferrata Coordinator

JOB PACK



Via Ferrata Coordinator (VFC)

About the role:

Via Ferrata Cornwall Community Interest Company was launched in 2020 by BF Adventure. The main drive for this was to develop our offer of outdoor adventures to the general public whilst creating a new revenue stream to support our charitable operations for young people.

Its success since opening has meant that we need to develop the Via Ferrata Cornwall team with a host of new roles so we can continue to grow and develop our adventures while maintain the highest possible standards of safety and professionalism.

Role Summary and accountabilities:

The role of the VFC is to support the Adventure Center Manager (ACM) by taking the lead role in the daily operation of Via Ferrata Cornwall CIC

The VFC will manage a dedicated small team offering support to BF Adventure activities to ensure all operations run smoothly and as efficiently as possible.

This role will be perfect for experienced individuals looking to move from instructing to management due to the supportive nature of the team and management structure as well as people with previous management experience. Candidates should be passionate about learning outside and have excellent customer service and interpersonal skills.

Via Ferrata Cornwall CIC Coordinator

Job Title:	Via Ferrata Cornwall CIC- Coordinator (VFC)
Level:	4
Salary/Hourly Rate:	£18,200 to 20,000 pro rata
Term:	Permanent
Hours:	Flexible FT 8.45am to 4.45pm. (evening & weekend work will be required)
Responsible to:	Centre Manager

Role Summary and VFC accountabilities:

The role of the VFC is to support the Adventure Centre Manager (BF Adventure) with the management of both the Adventure Centre Department and to lead Via Ferrata CIC company in all aspects of its operations. The role will be a mix of on the ground delivery, preparation and admin work and will focus on the upkeep and management of Via Ferrata Cornwall CIC Operations.

The instructional/delivery team will be supported by both the VFC and ACM and will be managed to deliver activities for predominantly schools and groups during term times through BF Adventure and to facilitate a commercial operation through Via Ferrata Cornwall to raise funds for BF Adventure during school holidays and weekends.

The primary aim will to generate an income to support the BF Adventure's charitable operation with the close secondary aim to deliver activities where possible that fit with our charity objectives and whole organisation ethos and values.

The key role of the VFC is to lead delivery of a range of activity instruction and programmes. The VFC must:

- Take a leading role with Via Ferrata Cornwall operations
- Actively run activities at the highest possibly standard to a wide range of guests
- To lead the up keep of all VFCIC related equipment on site
- To act as assistant manager in the absence of the Adventure Centre Manager including operating as a weekend manager
- To Line manage staff
- Assist with training

Job Description:

Activity Instruction:

- To coordinate a full programme of activities for Via Ferrata Cornwall CIC including the via ferrata, adventure sessions, Adventure Holiday Club and commercial camping
- Lead with the upkeep of the Via Ferrata including equipment and facilities which will include working at height and basic building and ground work skills
- To lead the delivery of a range of inclusive outdoor activity programmes both on and off site in an exemplary manner acting as a role model for all staff
- To maintain a full understanding of BFA's H&S policies and to understand and practice dynamic risk assessment of all activities

- To motivate & Enthuse Clients ensuring the delivery of exemplary customer service and achieving feedback reflective of that.
- To support the BFA & VFC Marketing team to activity promote Via Ferrata Cornwalls activities and to drive sales
- To set boundaries and impose consequences should they be exceeded
- To challenge and manage anti-social behavior
- 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
- To instruct in such a manner as to be a role model for all other staff for excellent behaviour and quality of instruction

Management:

- To support the ACM to lead a team of instructors, senior instructors and coordinators including Full time, part time, volunteers, work experience and freelance acting as Line manager and mentor. This includes producing rotas, managing sick and managing leave
- To manage all equipment, making sure it is checked and maintained to a safe standard
- To actively observe, feedback and develop the instructional delivery team
- To provide daily briefings in the absence of the ACM to staff and coordinate the daily pack down
- To operate as Duty/weekend Manager on defined days
- To maintain staff moral

Administration:

Completion of all documentation relating to client groups/programmes

- Report writing and coordination
- Completion of equipment logs and safety checks
- Accurately recording supervision and performance reviews with staff whom they have line management responsibility for

Other:

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

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

Person Specification

Suitable people need to be energetic and proactive and have a passion for teaching and learning in the outdoors. Being organised and have a good level of attention to detail are critical as managing staff and programmes are an essential part of the role.

Suitable people will have working relationships with delivery staff and also the senior management team and other departments within the charity and as such must be able to communicate effectively with both parties.

Experience

- Wide Ranging Outdoor activity qualifications including climbing, paddle sport and land based qualifications
- 5 years or more of outdoor activity and/or Youth work experience

- IT literate
- Experience in mentoring / supervision
- Experience in establishing and maintaining admin systems
- Experience within a senior role is desirable (i.e. As a trainer or programmer)
- Management of a commercial operation, ideally in management
- Experience of school residential programmes, ideally in management

Essential Skills and Qualifications

- Hold a current, clean driving licence
- BCU Level 1 coach
- SPA / RCI or CWI
- Current First Aid
- Be competent with basic building skills including drills and other power tools
- IT literate and competent in Microsoft programmes
- At least one other higher level or additional NGB award
- Commitment to personal development
- Anticipates, understands and responds to the needs of clients and volunteers.
- Establishes and maintains positive working relationships with others, both internally and externally, to achieve the goals of the organisation
- Able to work effectively under pressure including the ability to prioritise own workload
- The ability and willingness to work flexible hours
- Proactive team player with excellent communications skills
- Approachable, open and flexible
- A Positive 'Can-Do' attitude
- Self-aware and able to reflect
- Good sense of humour
- Non-discriminatory
- Experience of working with Disabled individuals/groups
- Good understanding of soft skills
- Higher level coordination of an activities provision including recruitment, working with new and existing customers, product design, budgets and being forward thinking

Desirable Skills and Qualifications

- Experience of Via Ferrata as a participant or as a guide
- Hold a D1 entitlement on their driving licence
- A commitment and enthusiasm for the vision of The BF Adventure (Staff Success factors) and high standards of service provision.
- Archery GB leader
- First Aid trainer and Assessor
- ERCA traditional / adventure park / rescuer qualifications / experience

Safeguarding

Via Ferrata is committed to safeguarding children, young people and vulnerable adults. We can only accept applications through our application form and the



successful candidate will be required to complete an enhanced DBS check. Please see our website bfadventure.org for the full job description, application form and how to apply. Please note, we will only accept applications through this process.

What next:

- Please complete the Application Form and the Equal Opportunities Monitoring Form. These forms can be found on our website. You can either use the online version or the Word format
- If you choose the Word document please save the Application Form in the following format:
Your name_ **jobtitle** application_ date
- Please email the form to jobs@bfadventure.org with the email subject Adventure Center Manager Application

The closing date for applications is Mid December 2021

Interviews are scheduled to take place on a case-by-case basis.

Please do not hesitate to phone us on 01326 340912 if you have any questions.

Many thanks for your interest and we look forward to hearing from you!