



Job Description - Seasonal Instructor Team Leader

Job Title:	Instructor, Team Leader for the adventure centre and Via Ferrata Cornwall
Level:	4
Salary/Hourly Rate:	£23,501 Pro Rata
Term:	Fixed, 8-month March- November
Hours:	FT 8.30am to 4.30pm (Evening & Weekend work will be required)
Responsible to:	Line Manager

Role Summary and Accountabilities:

The activity team leader will form part of the Adventure Centre (AC) and Via Ferrata Cornwall CIC (VFC) leadership team and is a key role in bridging the gap Hospitality Team and Activity Centre. Having exceptionally high standards in time keeping, behaviour and customer service, this person will role model to the rest of the AC and VFC team the vision for all staff working for BF Adventure.

This seasonal position will be primarily responsible for the delivery of activities, mentoring junior staff and support the Hospitality Team

The key role of a BFA Seasonal Team leader instructor is to:

- Delivery of a range of activity instruction, staff and programmes.
- Lead the team of deliver staff, acting as role model, taking point on assigning tasks, maintain moral and meeting and greeting customers
- Lead and Coordinate to ensure high standard of Housekeeping and Hospitality is maintained.
- To act as duty manager over weekend operating periods and periods of senior manager leave (weekend responsibility to be shared with our senior team members)

Job Description:

Deliver a range of activities

- To lead the delivery of a range of inclusive outdoor activity programmes both on site
- 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
- To set boundaries and impose consequences should they be exceeded
- To 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



- To instruct in such a manner as to be a role model for all other staff for excellent behaviour and quality of instruction
- create a safe, enjoyable, challenging, fun and educational environment providing equal opportunities to a wide range of often challenging individuals and groups.

Lead a team of instructors

- support in daily preparations
- support in the planning of upcoming activities and events
- feed into the AC and VFC leadership team thoughts, concerns and ideas
- bridge the gap between the leadership team and delivery team by advocating for both the delivery team and the leadership team goals, priorities, concerns and important factors
- maintain a good relationship with the delivery team by being approachable
- be able to motivate and enthuse the team to be the best they can be
- act as duty manager to support weekend / sickness and holiday cover
- Support / take point as led rescuer for at height activities

Hospitality and Catering

- Lead and Coordinate on group change over ensuring all facilities meet the required standard.
- Ensure Cleaning standards are at required standard and cleaning supplies are well stocked
- Cover and be on hand within the hospitality team.

Equipment and maintenance

- Support and take point when needed to the checking of PPE
- Support and when needed to operational checks on equipment and facilities
- Support with the maintenance and development of the zip wire and Via Ferrata. This will involve elements of working at height using rope systems

Administration:

- Completion of all documentation relating to client groups/programmes/hospitality
- Accurate submission of timesheets and monitoring of all internal communications – both personal and of staff team
- Report writing and coordination
- Completion of equipment logs and safety checks

Other:

Due to the varied and ever-changing nature of operations at 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

Summary

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 the senior team and as such must be able to communicate effectively with both parties.

Experience

- Wide Ranging Outdoor activity 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)

Essential Skills and Qualifications

- Hold a current, clean driving licence
- Current First Aid
- 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



Desirable Skills and Qualifications

- Paddle UK Shelter Water Coach / Paddle Sport Leader Award
- External climbing qualification MLTA CWI / CWDI
- 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.
- Develops new and innovative ways to improve operations of the organisation
- PTTLs or equivalent
- IT literate and competent in Microsoft programmes
- Organised and effective at complex programme management
- At least one other higher level or additional NGB award
- Experience of leading a team of 10 + staff

BF Adventure is committed to safeguarding and promoting the welfare of young people and expects all staff and volunteers to share this commitment. This post will require an enhanced DBS check.