Job Title:Chief Instructor

Department: Activities

Location: Avon Tyrrell

Job Holder:

Line Manger: Avon Tyrrell Senior Management Team

# KEY PURPOSE

# As the Chief Instructor you will be a member of the Avon Tyrrell Management Team, and contribute to its overall management of the outdoor centre as well as departmental responsibilities.

# You will manage, the activity department staff and the delivery of high quality outdoor learning to a variety of groups to meet their visit aims and objectives, ensuring the experience of all site visitors meets or exceeds expectations.

# Working in collaboration with all departments you will support our mission and charitable objectives building and maintaining our reputation as a quality outdoor learning provider and support opportunities for as many young people as possible to Experience, Learn and Develop and build bright futures.

# KEY TASKS

1. To manage all resources, activity areas and activity staffing to ensure all programmes are delivered safely, effectively and efficiently in order to provide a high standard of service and experience for all customers.
2. To deliver a robust process which ensures all activity staff are qualified to deliver a wide portfolio of activities, are aware of current trends and changes in legislation and have individually tailored personal development plans, which support their personal development goals and benefit the centre and its users.
3. To manage activity staff rotas, annual leave and day off requests in a timely and fair manner.
4. To develop the existing activities portfolio and delivery style, regularly reviewing all Outdoor Learning programmes delivered at Avon Tyrrell, continually seeking ways to improve the quality of activities and programmes delivered, including undertaking all relevant training as required by the senior management team.
5. When required to do so and once fully trained, personally deliver outdoor learning programmes across a broad customer base including, schools, Prince’s Trust, NCS, Corporate Management Training’ and internal training.
6. Manage and expand our pool of freelance contractors, and ensure their delivery is in accordance with our operating procedures, meets all Health & Safety requirements and the experience of all site visitors meets or exceeds expectations.
7. Manage departmental Standard Operating Procedures, risk assessments, session standards and plans etc. in accordance with Health & Safety legislation and guidelines, NGB guidelines and any other appropriate relevant authoritative guidelines and regulations.
8. Act as a role model and POD leader for staff and support/mentor them in their roles, ensuring levels of good team morale are maintained throughout the year and staff meet regularly to share information and best practice.
9. Ensuring all work areas including rooms used for programme delivery and activity bases are clean, tidy and fit for purpose and activities equipment is logged on PaperTrail and regularly inspected. Reporting to the Avon Tyrrell senior management team any concerns and ensuring that all damaged equipment is quickly replaced or taken out of service
10. That all accidents/incidents are reported as per Avon Tyrrell procedures and when required to do so taking control of any accidents/incidents, dealing with them in accordance with our procedures, including participating in any subsequent investigations/reviews.
11. Dealing with queries and requests from customers participating in Avon Tyrrell programmes, taking initial responsibility for issues that arise and liaising with other staff and departments as necessary to ensure they are resolved.
12. Assisting the Guest Services Team with planning outdoor programmes for specific customers, liaising with group leaders and other department staff as appropriate to ensure that the customers’ requirements are all met;
13. To operate within the business plan and work within the department budget as advised by the Avon Tyrrell senior management team, notifying any potential problems in good time.
14. Maintain current industry knowledge of all the Departmental Activities including attending relevant conferences and training as necessary.
15. To present yourself in branded uniform when working with guests or representing UK Youth for offsite activities
16. To be available for “On-Call” duties on a rota with other staff and when trained to do so act as Duty Manager.

# GENERAL

1. Attend one to one meetings and annual appraisals with the senior management team.
2. Participate proactively in staff meetings, team meetings and other meetings as required. To work effectively with colleagues to achieve objectives and to represent UK Youth at meetings and events as required.
3. Support organisation wide initiatives, colleagues from other teams to achieve their objectives
4. Always to act as a positive ambassador for the organisation, contributing to the effectiveness of meetings, the sharing of knowledge and experience and the development of UK Youth and its profile.
5. Take reasonable care of own health and safety and for that of others who might be affected by your work, as required by law and described in the relevant operating procedures and policies for your area of work.
6. Undertake any other duties and reasonable requests that are in keeping with the nature of this post.
7. To liaise regularly with the senior management team, flagging areas of concern and development opportunities

# RESOURCES FOR WHICH THE INDIVIDUAL IS RESPONSIBLE

Resources: - Equipment, facilities and resources relevant to the jobholder’s delivery of activities

People: - Activities Staff, Work Experience, Interns and students and Freelance Contractors from time to time

Equipment: - Activity Equipment, Activity Staff Offices, Activity equipment stored in workshop,

Outdoor activity areas, Strawbale classroom, Activity Documentation

# KEY WORKING RELATIONSHIPS

The jobholder is responsible for dealing with a wide range of individuals and organisations, sometimes at senior levels. These include: UK Youth’s Network, customers and potential customers, Members of the public, Chief Executive, Directors and staff of UK Youth, UK Youth’s Trustees and members of the Avon Tyrrell Trust, The Friends of UK Youth and other donors and potential donors, Local councils and Health & Safety bodies

Statement: I accept the terms of the above job description,

Signed:

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Individual Date Line Manager Date

**Person Specification –** (Note we provide training and development where needed)

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| --- | --- | --- | --- |
|  |  | Essential | Desirable |
|  | Educated to at least GCSE/NVQ level 3 or equivalent | X |  |
|  | A broad range of NGB qualifications, including a minimum of three from the below list:   * BCU UKCC Level 2 & Foundation Safety and Rescue Training * SPA assessed and or CWA Assessed * ERCA High Ropes Course instructor * A nationally recognised walking/navigation qualification * A nationally recognised Mountain Biking qualification * Archery GB instructor * Pool Plant Operator | X |  |
|  | Significant experience of delivering a range of outdoor activity sessions e.g.; climbing, abseiling, ropes course, archery, zip wire, problem solving, mountain biking, bushcraft, raft building, with some management responsibilities | X |  |
|  | Pool Lifeguard Qualification |  | X |
|  | Sound knowledge of soft skills and strong facilitation experience | X |  |
|  | Experience of working effectively with a wide range of people, including building and maintaining good relationships | X |  |
|  | A thorough knowledge and experience of Health and Safety issues relating to adventurous activities | X |  |
|  | A general knowledge of Health and Safety issues relating to the provision of activities and a residential environment | X |  |
|  | A pro-active approach, self-motivated and enthusiastic with initiative and commitment to achieving results, working efficiently without constant supervision and promoting the organisation at all times | X |  |
|  | Discretion and judgement, and experience of dealing with sensitive information | X |  |
|  | Good IT and time management skills | X |  |
|  | Flexible approach to work including willingness to take on tasks outside the normal remit and to work irregular hours, travel and make overnight stays away from home. | X |  |
|  | Empathy with the needs of young people | X |  |