

Seasonal Senior Instructor

Job Description

Introduction

The Channel Group comprises Channel Training Ltd, Channel Adventure Ltd and Channel Events.

The Senior Instructor role is a significant one and carries responsibility for the management of people, resources as well as delivery of high quality activities, predominately at our seafront centre on Minehead beach and at times, our riverside centre in Taunton.

The notes below are not exhaustive but provide an indication of specific areas of responsibility. The role of Seasonal Instructor is line managed and supported by the Technical director and Operations manager.

Job Description - Instructor

The Person

You relish challenge, love working with a diverse range of people and constantly strive to improve. You are committed to the values underpinning what we do and you are passionate about the outdoors and the benefits it brings to people's lives.

You have excellent customer service skills and a naturally engaging, positive manner.

You show a well-developed understanding of the place and the benefits of outdoor and adventurous activities for a range of client groups and have experience of working within the outdoor sector.

You specialise and have a passion for coastal activities in particular; sea kayaking, surf and SUP and maintain a current First Aid qualification. You are a current and active paddler/surfer and are able to show you regularly participate in the above activities in your free time.

You hold a full UK driving licence and have your own vehicle that can be used for work.

The Job

Key Responsibilities

- Planning, resourcing and delivering high quality outdoor and adventurous activities for a range of clients
- Supervision of activity staff and activity resources as required
- Organisation of venues, accommodation and equipment
- Implementation of the company's Safety Management System including the development and ongoing improvement and review of Risk Assessments and Operating Procedures
- Day to day administration and record keeping for all programmes and activities
- Maintaining communication with, and reporting to, the Operations manager
- Maintaining communication and close working relations with the admin team and other staff
- Supporting the Operations Manager and General Manager in the smooth running of activities and responding flexibly and creatively to opportunities and challenges
- Working with staff, freelancers and subcontractors with confidence and professionalism
- Upholding the core values and driving philosophy of the company
- Working weekends and Bank Holidays in-line with seasonal nature of the role.
- Taking responsibility for own skills development in and out of working hours

Client Care and Activity Delivery

- Building and maintaining close relationships with all clients
- Supporting the Quality Assurance processes of the company
- Supporting customers to have positive, engaging, memorable experiences on the water.
- Being a role model in all aspects of professional practice

Skills and knowledge requirements

Essential

- Have significant experience of working within the outdoor sector
- Hold a minimum of UKCC Level 2 with Moderate Water Endorsement Sea Kayak Coach or British Canoeing Sea Kayak Coach Award. British Canoeing SUP DSM or equivalent plus demonstrable experience of delivering a range of high quality SUP sessions
- Hold a current First Aid qualification
- Hold a full UK driving licence and have own vehicle for work

Desirable

- A range of NGB qualifications in a variety of activities
- A thorough understanding of social media platforms and how they can be used to promote activities.
- Show a well-developed understanding of the place of outdoor learning and the benefits of outdoor and adventurous activities for a range of client groups

Behaviors and attributes

- Show drive, determination and real passion for the outdoors
- Demonstrate professionalism and contribute towards a positive working environment
- Self-motivated and able to contribute to a team environment
- Alignment with the company's purpose, values and ways of working
- Highly organised and efficient with the ability to work at pace and consistently deliver
- Desire to exceed clients' expectations
- Confident, strong communicator who is articulate and empathetic
- Ability to work cross-functionally and collaboratively
- Polite, personable and reasonable

The Package

- Contract details: This is a salaried position, average of 37.5 hours per week but as required by the job.
- Temporary contract 28th May to 31st August 2019
- Salary: £26,000 - £28,000pa pro rata
- Payment: By 23:59 on the 5th of each month, direct to bank account

- Annual leave: 21 days plus public holidays (pro rata). Work is seasonal and holiday will be taken by arrangement.
- Notice: The company requires notice of leaving of 1 month
- Sick pay: SSP only
- Travel: £0.32 per mile for work travel in own vehicle (does not include commuting)
- Company clothing items provided

Notes and Contract Variations

(any review notes to be added here, signed and dated by both parties)