

Seasonal Instructor

Job Description



Introduction

Channel Adventure, a Community Interest Company (CIC) wants to get as many people outside having fun, being active and recognising the potential for adventure that is right on their doorstep. Our lives are simply better as a result of having access to adventure, challenge as well as immersing ourselves in our wonderful natural environment...quite often, literally. With this in mind, we want to recruit great people for what we think is a great job!

The Instructor role is a significant one and carries responsibility for delivery of high quality activities, the management of equipment and resources and helping to spread the word about the positive impact the outdoors can have on all our lives.

The notes below are not exhaustive (and maybe subject to change) but provide an indication of specific areas of responsibility. The role of Instructor is line managed and supported by the company's Director.

Job Description - Instructor

The Person

You relish challenges, 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 how Outdoor Adventure changes lives.

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

You show an understanding of the place of the benefits of outdoor and adventurous activities for a range of client groups.

You are a self motivated individual that will take the initiative where needed to provide the best possible experience for our clients.

The Job

Key Responsibilities

- Delivering high quality outdoor and adventurous activities for a range of clients
- Supervision of activity staff and activity resources as required
- Organisation of venue 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 Director
- Working with staff, freelancers and subcontractors with confidence and professionalism
- Upholding the core values and driving philosophy of the company
- Working overnight and at weekends as the role reasonably requires
- 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 on courses to achieve their best and access learning opportunities
- Being a role model in all aspects of professional practice

Marketing

- Developing and maintaining the integrity of Channel Adventure CIC

Skills and knowledge requirements

- Show an understanding of the place of the benefits of outdoor and adventurous activities for a range of client groups
- Have significant experience of working with people
- Have a good level of water confidence and ideally hold a paddlesport qualification
- Be comfortable with heights and have experience of climbing activities
- Desirable, but not essential, you will hold a full UK driving licence and have own vehicle for getting to and from work

Behaviours 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 1st April to 30st September 2022 – high probability of contract extensions and casual work after this date.
- Salary: £18,00 - £21,000 pa pro rata depending on experience
- 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. No holiday to be taken in June and July.
- 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