

**Application Information Pack**  
**Seasonal Activity Instructor**  
**Eaton Vale Scout and Guide Activity Centre**



**Introduction to Eaton Vale Scout and Guide Activity Centre**

Thank you for your interest in the role of Seasonal Instructor at Eaton Vale Scout and Guide Activity Centre.

Eaton Vale Scout and Guide Activity Centre is owned by Norfolk Scouts and Girlguiding Norfolk and is an outdoor activity centre in the village of Eaton, close to Norwich city centre. **We are on a 13.5 acre site providing camping, indoor accommodation and adventurous activities to a wide and diverse cliental that includes Scouts and Guides, schools, private and corporate clients. Our activities include high ropes, water sports, range sports and other Scout and Guide led skills.**

**We are seeking enthusiastic and motivated individuals to deliver activity sessions to a wide range of customers. You must have a passion for delivering excellent customer service and a sense of pride and ownership in everything they do. You must be friendly, approachable and have an outstanding work ethic alongside a commitment to and ability to deliver the values of Scouting and Guiding.**

Our work changes through the year with the peak season being April-August where we welcome a large majority of our school and Scouting/Guiding bookings. We currently have 7 **permanent** staff employed in a variety of roles across the centre.

Website: [www.eatonvale.co.uk](http://www.eatonvale.co.uk)

**The Role:**

*Working Hours:* We are looking to offer a range of contracts including:

- Fixed term contracts of a minimum of 37.5hrs a week
- Fixed term contracts of a minimum of 20hrs a week
- Fixed term contracts of a minimum of 0hrs a week

Work will involve regular evening and weekend work and actual daily hours will be by arrangement and as per the staffing rota.

*Salary:* National Minimum Wage (*age specific*)

*Training:* Additional training is likely to be offered subject to skills and experience to successful candidates

*Duration:* Duration of individual contracts will vary to meet business needs

The job is diverse and varied and requires the ability to instruct, supervise, engage with and be responsible for groups and young people taking part in a wide range of activities and programmes, maintaining activity equipment and working with other instructors. Undertaking some cleaning and maintenance duties will also be required.

The working environment is one where the customers come first. It is professional, yet relaxed and welcoming. Being able to work as part of a team and using your own initiative is essential.

**This document provides information relating to the above vacancy and should be used for information purposes only. The information does not form part of the terms and conditions of employment.**

Should you wish to discuss the post with the Centre Manager (Susan Newton) or simply have questions that are not answered here please telephone 01603 501228

*Applications:* Please complete the application form. Return your application by post to:

Susan Newton  
Centre Manager  
Eaton Vale Scout and Guide Activity Centre  
Church Lane  
Eaton  
NR4 6NN  
Email: office@eatonvale.co.uk

*Closing Date for Applications:* 10am Friday 13<sup>th</sup> March

*Shortlisting:* Candidates will be shortlisted on the basis of the application form submitted.

*Interviews:* Will take place on Thursday 19<sup>th</sup> March

*Training:* Training will take place on the Monday 30<sup>th</sup> (including the evening) and Tuesday 31<sup>st</sup> March 2020. Applicants must be available for these training dates.

If you have not heard about the outcome of your application by Tuesday 17<sup>th</sup> March 2020 please assume you have been unsuccessful on this occasion.

## **Job Description**

*Purpose:*

- To deliver high quality outdoor activities at Eaton Vale Scout and Guide Activity Centre.
- To ensure a high standard of customer service across the centre

*Main Activities and Responsibilities:*

- Maintain the highest standards of customer care at all times
- To deliver a wide range of outdoor activities including team building, climbing, high ropes, canoeing, mountain biking, archery, etc
- To facilitate activity sessions in such a way that all participants feel valued, safe and part of a team.
- To seek to build positive relationships with young people, parents/carers, customers and other professionals.
- Assist in maintenance of all activity equipment to ensure it is kept in good order, stored securely and safely and that self-instructed groups leave it in a similar manner, including keeping accurate records as required.
- Assist with residentials, as required, including meeting guests, giving welcome talks and cleaning tasks across the centre.
- Assist the estates team with estate maintenance, receiving appropriate training as necessary.
- To contribute to and comply with all policies and centre operating procedures.
- Implement Eaton Vale Scout and Guide Activity Centre health and safety policy and follow best practices in health and safety
- To undertake relevant training as and when required.
- To work flexibly including evenings and weekends.
- Carry out any other duties which may reasonably be required to ensure Eaton Vale Scout and Guide Activity Centre functions efficiently and effectively.

## Person Specification

| Criteria  | Assessment<br>(Application or<br>Interview) | Essential/Desirable |
|---|---|---------------------|
| <b>Qualifications</b>   |   |                     |
| Maths and English to Level 2 or equivalent (GCSE grade C or above)  | A   | D                   |
| Water qualification – BCU UKCC Level 1 (minimum)  | A   | D                   |
| Archery GNAS Leaders' Award   | A   | D                   |
| ERCA or Climbing Qualification  | A   | D                   |
| MIAS Mountain Bike Leader – Level1  | A   | D                   |
| Basic First Aid (minimum)   | A   | D                   |
| <b>Experience</b>   |   |                     |
| Experience of working in an outdoor centre environment  | A/I   | D                   |
| Proven ability to deal with staff, volunteers and groups of all ages at all levels                                    | A/I   | E                   |
| <b>Knowledge and Skills</b>   |   |                     |
| An ability to engage with and enthuse children and young people   | A/I   | E                   |
| A strong understanding of outdoor education principles and outcomes   | A/I   | E                   |
| Ability to work on own initiative   | I   | E                   |
| Commitment to and understanding of Safeguarding and Child Protection  | A/I   | E                   |
| <b>Values</b>   |   |                     |
| Strong, positive focus on customer experience   | A/I   | E                   |
| Positive, enthusiastic, can do attitude   | A/I   | E                   |
| A growth mindset  | A/I   | E                   |
| Knowledge of and commitment to the aims of Scouting and/or Guiding  | I   | E                   |
| Flexible approach to work including willingness to take on tasks outside the normal remit and to work irregular hours | A/I   | E                   |

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

We are an equal opportunities employer and welcome applications from people of all backgrounds. We do not discriminate against applicants on the basis of age, disability, ethnic origin, gender, marital status, nationality, race, religion or sexual orientation.

## Terms and Conditions

*Contract Type:* This post is a fixed term contract.

*Location:* You will be based at Eaton Vale Scout and Guide Activity Centre, Church Lane, Norwich, NR4 6NN.

### Employment Checks

Upon successful appointment, you will be required to provide:

- Two satisfactory confidential references
- Proof of eligibility to work in the UK
- Evidence of qualifications
- DBS check

Employment is subject to satisfactory receipt of the above.

*Holidays:* Holiday accrued and calculated on the government guidelines.

*Notice Period:* During the probationary period, the period of notice required is one week by either party.