

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 Activity Instructor at Eaton Vale Scout and Guide Activity Centre. 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.

Eaton Vale Scout and Guide Activity Centre is owned by Norfolk Scouts and Girlguiding Norfolk and exists to actively engage and support young people in their personal development, empowering them to make a positive contribution to society.

We deliver outdoor adventure activities and residential experiences to a diverse cliental which includes Scouting members, Guiding members, Schools, youth organisations and community groups.

We are seeking enthusiastic, motivated individuals who have a passion for delivering excellent customer service, a sense of pride and ownership in everything they do and an ability to engage positively with young people.

Website: www.eatonvale.co.uk

The Role:

Working Hours:

- Zero hours fixed term contract (multiple posts)

Work will involve evening and weekend work. Hours per day can vary between some long days (up to 12hrs) and some shorts days (2hs) and a variety of hours between this. Actual daily hours will be by arrangement and as per the staffing rota.

Contract dates: 25th March 2024 – 8th September 2024

Salary: Minimum Wage up to £11.94 per hour based on age and experience.

Age requirements: Candidates must be 18+ at the time of the contract start date.

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

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.

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 electronically and send to office@eatonvale.co.uk.

Closing Date for Applications: 9am on Wednesday 14th February 2024.

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

Interviews: Will take place virtually on Wednesday 21st February (9.30-6pm)

Training: Training will be in several stages:

- All staff: Tuesday 9th April through to Thursday 11th April. In house Staff Training. Applicants must be available for ALL these training dates.
- All staff: Saturday 13th April. In house training (practical delivery to customers). Applicants must be available for this training date.
- Staff new to Eaton Vale: Thursday 28th March (am)
- Staff who DO NOT hold a Ropes qualification and are over 18 years of age at the start of employment: Monday 25th - Wednesday 27th March. Applicants must be available for ALL these training dates.

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 in line with the Centres Standards Operating Procedures ensuring sessions are safe, engaging, and enjoyable.
- To be responsible for groups of participants visiting Eaton Vale and be their point of contact for the duration of their stay.
- To seek to build positive relationships with young people, supervising adults, families, 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 across the site as required with ongoing maintenance and cleaning, receiving appropriate training as necessary.
- Assist with residentials, as required, including meeting guests, running welcome games sessions and evening programmes.
- To undertake cleaning tasks across the centre.
- To contribute to, to 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 (Application or Interview)	Essential/Desirable
Experience		
Experience of working in an outdoor centre environment	A	D
Proven ability to deal with staff, volunteers and groups of all ages at all levels	A/I	E
Knowledge and Skills		
An ability to engage with and enthuse children and young people	A/I	E
A strong understanding of outdoor education principles and outcomes	I	D
Ability to work on own initiative	A/I	D
Commitment to and understanding of Safeguarding and Child Protection	A/I	E
Values		
Strong, positive focus on customer experience	A/I	E
Positive, enthusiastic, can-do attitude	A/I	E
Knowledge of and commitment to the aims of Scouting and/or Guiding	A	D
Flexible approach to work including willingness to take on tasks outside the normal remit and to work irregular hours	A	E

Qualifications		
Water qualification – Paddlesports instructor or above	A	D
ERCA or Climbing Qualification	A	D
Archery GB Award	A	D
NSRA YPS Tutor	A	D
Basic First Aid	A	D

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: These posts are fixed term contracts.

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.