Seasonal Activity Instructor

**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. This page 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 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.

Over the past year the centre like many businesses has experience a period of extreme challenge, the expectation is therefore that in 2021 we will predominantly be offering activity days rather than residential experiences. We have a very small core staff team and are therefore looking for individuals that are self-sufficient and independent and can use their own knowledge and skills to ensure that customers have a memorable experience.

**The Role**:

***Working Hours***:

* Fixed term contract of a minimum of 0hrs a week

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

We expect and hope to be able to offer the role from May 2021 through to August 2021 however this will be dictated by business demand and heavily tied into government guidance around COVID-19.

***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.

***Applications****:* Please complete the application form electronically and send to office@eatonvale.co.uk.

***Closing Date for Applications*:**6pm Sunday 28th February 2021

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

***Interviews****:* Will take place virtually over the week of 8th March 2021.

***Training****:* Training will be in two stages:

* All staff: Monday 29th – Wednesday 31st March In house Staff Training a mixture of in person (where guidance allows) and virtual training. Applicants must be available for these three training dates.
* Staff who DO NOT hold a Ropes qualification: Tuesday 6th – Friday 9th April.

If you have not heard about the outcome of your application by Friday 5th March 2021 please assume you have been unsuccessful on this occasion.

***Salary***:

National Minimum Wage *(age specific).*

Individuals who apply with any of the below recognised qualification will receive an additional £1 per hour for each session that they run using this previously held qualification

* ERCA High Ropes (or equivalent)
* ERCA Low Ropes (or equivalent)
* Single Pitch Award (or equivalent)
* NSRA Air Rifles
* Archery GB Coach
* Paddlesports Leader (or above)
* Paddlesport Level 1 coach (or above)
* Foundation Safety Rescue Training
* MIAS Level 1 (or above)

**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, 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 across the site as required with ongoing maintenance, receiving appropriate training as necessary.
* Assist with residentials, as required, including meeting guests, giving welcome talks, running evening programmes and cleaning tasks across the centre.
* 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**

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| **Criteria** | **Assessment***(Application or Interview)* | **Essential/Desirable** |
| **Experience** |
| 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 |
| **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 | A/I | D |
| Ability to work on own initiative | I | E |
| 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 | I | D |
| Flexible approach to work including willingness to take on tasks outside the normal remit and to work irregular hours | A/I | E |
| **Qualifications** |
| 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 |

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.

Please be aware that owing to the nature of the Pandemic we cannot guarantee work. If the pandemic means that as a centre, we are not able to function as we would like to and plan to then please be aware that any job offer may be withdrawn.

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