

**Application Information Pack**  
**Team Leader**  
**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 team leader 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 are seeking an individual who has excellent interpersonal and communication skills as well as an ability to engage positively with a diverse range of people. They must be enthusiastic, motivated and have a passion for delivering excellent customer service.

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

**The Role:**

*Working Hours:*

- Full Time (36hr) fixed term contract.

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

*Contract dates:* 29<sup>th</sup> March 2022 – 25<sup>th</sup> September 2022

*Salary:* £6.53-£10 per hour based on age and experience.

*Requirements:* Candidates must hold two of the following qualifications or have other relevant industry experience.

- Water qualification – BCU UKCC Level 1 (minimum)
- ERCA or Climbing Qualification
- Archery GNAS Leaders' Award or Archery GB Award
- NSRA YPS Tutor
- Basic First Aid (minimum)

*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 act as a role model, supervising, supporting, monitoring, and developing other activity instructors to ensure that the centre achieves its objectives. Alongside this you will also 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](mailto:office@eatonvale.co.uk).

*Closing Date for Applications:* 10am on Wednesday 9<sup>th</sup> February 2022.

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

*Interviews:* Will take place in person on Friday 11<sup>th</sup> February 2022.

*Training:* Activity specific training will be in two stages:

- Tuesday 5<sup>th</sup>, Wednesday 6<sup>th</sup>, Thursday 7<sup>th</sup> April. In house Staff Training.
- Saturday 9<sup>th</sup> and Sunday 10<sup>th</sup> April. In house training (practical delivery to customers).
- If you DO NOT hold a Ropes qualification: Monday 11<sup>th</sup> - Thursday 14<sup>th</sup> April.

If you have not heard about the outcome of your application by Thursday 10<sup>th</sup> February 2022 please assume you have been unsuccessful on this occasion.

## Job Description

### PURPOSE:

- To act as a role model, supervising, supporting, monitoring, and developing other activity instructors to ensure that the centre achieves its objectives.
- 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:

- Create a healthy and motivating work environment and atmosphere based on a culture of open communication.
- Undertake peer to peer assessment and provide feedback.
- Ensure all staff comply with all policies and operating procedures ensuring high standard of delivery are achieved.
- 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.
- To be the first point of contacts for residential and birthday parties, including meeting guests, giving welcome talks, running evening programmes and cleaning tasks across the centre.
- Assist across the site as required with ongoing maintenance, receiving appropriate training as necessary.
- Ensure across the centre that all Eaton Vale Scout and Guide Activity Centre Health and Safety Policies are implemented 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/Des irable
<b>Experience</b>		
Experience of working in an outdoor centre environment	A	E
Proven ability to deal with staff, volunteers and groups of all ages at all levels	A/I	D
Experience of leading and motivating a team	A/I	D
<b>Knowledge and Skills</b>		
Excellent communication skills	A/I	E
A high level of interpersonal skills and team values	A/I	E
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	E
Commitment to and understanding of Safeguarding and Child Protection	A/I	E
Strong understanding of health and safety requirements in an outdoor environment	A	D
<b>Values</b>		
Strong, positive focus on customer experience	A/I	E
Positive, enthusiastic, can-do attitude	A	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
<b>Qualifications</b>		
Water qualification – BCU UKCC Level 1 (minimum)	A	D
ERCA or Climbing Qualification	A	D
Archery GNAS Leaders' Award or Archery GB Award	A	D
NSRA YPS Tutor	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 are 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.