# Outdoor Instructor

## Job Description & Person Specification

October 2021

Woodrow High House
LONDON YOUTH

## Role Details

**Accountable to:** Chief Instructor

**Location:** Woodrow High House, Amersham, Buckinghamshire, HP7 0QG

**Salary:** From **£19,848 - £21,101** per annum

**Hours:** 42 hours p/w. Due to the nature of the role, the successful applicant is required to work on a scheduled staff rota which will include some evenings and/ or overnight, some weekends and bank holidays.

**Pension:** London Youth complies with the employer pension duties concerning pension auto-enrolment in accordance with Part 1 of the Pensions Act 2008. London Youth currently uses The People's Pension as its pension vehicle and once you are eligible for auto-enrolment or opt into the scheme, London Youth will make employer contributions of 4% into the scheme on your behalf. You will be required to make contributions to your pension account also in accordance with the requirements of auto-enrolment.

**Contract type:** Combination of permanent positions as well as seasonal fixed term contracts.

## Why Work with Us? The Benefits.

We are a charity that makes a difference to the lives of young people. The why drives our mission and gives us purpose to keep doing what we do. We want our team to feel the same passion we have, and we know a part of that is also enjoying a few additional perks to keep us motivated.

Here are just a few of the fantastic benefits of working for London Youth at Woodrow High House:

- On site accommodation available, charged in line with the Government's set NMW accommodation offset rate. Accommodation bills are paid for by London Youth.
- Generous holiday allowance – 31 days annual leave p.a., plus 8 bank holidays
- Volunteer leave allowance
- Continuous learning opportunities, with contribution towards relevant qualifications and CPD
- Annual organised week of staff training to areas such as the Lakes, Scotland, Wales, North Yorkshire, for staff to build NGB log-book experience, and practice outdoor skills.
- Free meals provided whilst on duty when the kitchen is serving young people in residence
- Free tea and coffee
- Branded quality uniform provided
- Free onsite parking
- Free access for you and your family to the Employee Assistance Programme
- Free access to the 'Headspace' application
- Eyecare vouchers
- Flexible working opportunities considered
- Magnificent location surrounded by nature
- You'll be working with a fantastic team of passionate colleagues across London Youth
- An outstanding culture and ethos where staff and visitors enjoy, challenge, and achieve
- Occasional supply of sweet – sometimes savoury – always yummy - treats are guaranteed
- You will be making a difference to the lives of young people!

# Role Description – What You'll Be Tasked With

## The Team

Our people are the heart of Woodrow. As an Outdoor Instructor you will join a professional, enthusiastic, and passionate delivery team; a team that believes in the potential of every young person who comes through the door and wants to make a difference for each of them through the experiences we offer. More widely, this role works across teams to support wider operational objectives, including Sales and Marketing, Leisure Operations, and Facilities. There is regular collaboration with the wider London Youth team, including our sister Outdoor Centre – Hindleap Warren.

## Role Overview

We are committed to providing outstanding outdoor learning and residential experiences to all our visitors, and this role plays an active part in achieving that aim. As an Outdoor Instructor, you will facilitate a wide range of activities to support the growth, development and education of young people and adults who visit us. You have a passion for learning outside the classroom and are dedicated to delivering that experience.

Once established in the role, you will perform 'Course Director' duties, acting as the supervisory point of contact for groups. As part of your personal development, you will have opportunity to have a go at staffing and programming, preparing you for more senior roles in future. This role also involves other duties across the site that contribute to the wider success of the Centre.

## Role Responsibilities

✓ **Instructional Work with Customers**
- Deliver a range of activity sessions where trained and competent
- Operate all activities in accordance with Woodrow's operating procedures and appropriate National Governing Body guidelines
- Support the development of existing sessions and ideas for new activities

✓ **Activity Equipment Maintenance**
- Undertake "site work" tasks across grounds that support safe activity operations
- Perform and record regular safety checks of activity equipment

✓ **Course Director Responsibilities**
- Act as 'Course Director' looking after a group for the duration of their visit, being the main point of contract and ensuring their visit runs smoothly throughout.

✓ **Duty Instructor Responsibilities**
- Supervise residential groups overnight, sleeping in the building
- Maintain an on-site presence to provide first aid and act as a fire warden (training provided) and practical assistance as needed by groups in your care
- Run evening activities and the retail tuck shop for residential groups

✓ **Support Leisure Centre Operations**
- Deliver lifeguard duties in the Leisure Centre as required
- Support leisure operations, including reception, administration, cleaning duties, as relevant

## Personal Development – Yourself and Others

- ✓ Assist with the mentoring and training of fellow instructors, (where your experience & qualifications allow), demonstrating good practice when out on session
- ✓ Be an excellent role model, ensuring the messages of education and development we deliver to our clients are demonstrated personally and given honestly
- ✓ Expand your project management skills by taking ownership of an area of development
- ✓ Participate in relevant personal development opportunities including attendance at internal and/or external training courses

## Corporate Responsibilities

- ✓ Actively promote London Youth's policy and procedures to value and respect diversity and inclusion in all aspects of your duties and working relationships.
- ✓ Manage resources to the highest standards and act as a custodian of best practice
- ✓ You will be expected to play a proactive part in the implementation of the work and policy of London Youth as a whole, supporting the vision, mission and aims of the charity.

**Undertake any other duties as may be reasonably requested by Woodrow Management that ensure the ongoing operational success of the centre and delivery of excellent customer experiences.**

# Person Specification – What You Need to Demonstrate

It is essential that in your supporting statement you evidence proven experience in each of the criteria of the person specification. These responses will be developed and discussed with those candidates invited for interview.

## Experience, Knowledge & Skills

- ✓ Experience instructing a variety of outdoor activities
- ✓ Experience of instructing in outdoor centre highly advantageous
- ✓ Experience of instructing to a range of customers, including young people and adults, with different backgrounds and varying needs
- ✓ Demonstrable understanding of health and safety issues pertaining to outdoor activities
- ✓ Demonstrable skill delivering quality customer service and positive customer experiences
- ✓ Demonstrable understanding of the value of outdoor learning and associated outcomes
- ✓ Computer literate and comfortable using Microsoft Office 365 applications

## Qualifications

- ✓ Hold at least **one** of the following qualifications** (**Essential**):
  - Archery GB Instructor Award
  - ERCA, SPA (RCI), NCWA (CWI), or other relevant ropes-based qualification
  - A walking qualification, such as BEL/ ML/ WGL/ LL
  - Level 2 Bushcraft Award or equivalent
  - Mountain Bike Leader/ Instructor or other relevant cycling qualification
- ✓ A valid first aid qualification (**Desirable**)
- ✓ D1/PCV minibus license (**Desirable**)
- ✓ National Pool Lifeguarding Qualification (**Desirable**)

*** We welcome applications from those looking to change career. For an exceptional candidate the qualification requirement may be less. We would require that they demonstrate sufficient personal or voluntary instructional experience in an above activity, and we would have to be satisfied that they could quickly gain a qualification in several of the above areas.*

## Essential Personal Attributes

- ✓ Customer centric mindset with exceptional customer service skills
- ✓ Able to quickly establish rapport and build effective relationships across a range of personas
- ✓ Composed demeanour, able to keep calm under pressure and solve problems when they arise
- ✓ Articulate communicator, able to confidently communicate with a wide range of people
- ✓ Collaborative team player with a willingness to work effectively with others
- ✓ Self-motivated with a positive attitude, growth mindset and keen willingness to develop
- ✓ Able to work independently, demonstrating proactivity and initiative
- ✓ Impeccable work ethic with a practical, flexible and dynamic approach to work
- ✓ Passionate about nature and the outdoors
- ✓ Passionate and demonstrably committed to improving the lives of children and young people
- ✓ Absolute commitment to London Youth's principles of equality, diversity and inclusion
- ✓ Ability to display tolerance and compromise on issues surrounding communal living
- ✓ Absolute discretion and ability to maintain confidentiality

## Ready to Make a Difference? How to Apply

**London Youth embraces equality, diversity, and inclusion**. We are committed to the ongoing development of an organisation that values and represents a variety of backgrounds, perspectives and skills and welcome applications that reflect this.

**If this is the role for you, email your CV and a separate** supporting statement outlining how your skills and experience meet the criteria outlined above. Applications without supporting statements will not be considered. **Please submit your application** with subject line "**Outdoor Instructor**" **to** woodrow.recruitment@londonyouth.org.

**Interviews**: Applications will be considered upon receipt and only those that satisfy the criteria will be shortlisted and invited to interview. We are unable to respond to every application submitted – if you have not been invited to an interview within 14 working days of submitting your application, please consider your application unsuccessful at this time.

If you have questions regarding the role, ring 01494 433531 and ask for Chief Instructors, Sam Sparks or Nick Andrews.

# A Little Bit About Who We Are

## London Youth

We are London Youth. A charity on a mission to improve the lives of young people in London. Our vision is that all young Londoners grow up healthy, able to express themselves, navigate a fulfilling career and make a positive contribution in their communities. Our mission is to support and challenge young people to become the best they can be, developing their confidence, resilience, and relationship skills. We do this with, and through, our network of community youth organisations, delivering sports, arts, employability, youth action programmes, and at our two Outdoor Learning Centres, Hindleap Warren and Woodrow High House. We look to work with all young people, focusing on those who wouldn't otherwise have access to opportunities.

## Woodrow High House

Located in the Chilterns, Woodrow High House is a 26-acre site made up of a Grade II listed manor house dating back to the mid-1600s, boasting a 120-bed Outdoor Learning Centre and Leisure Centre complete with swimming pool, sports hall, 3G Astroturf pitch and off-road cycle circuit. London Youth has owned and operated Woodrow since 1945, delivering memorable experiences for over 8,000 children and young people each year. The leisure facilities are used by house guests and the local community. The pool is used by private hire local community groups, house guests, and hundreds of children who attend our swim school each week.

## Our commitment to anti-racism

In July 2020, we issued a statement committing to become an anti-racist organisation and to actively tackle racism. Since then, London Youth has worked with our staff and trustees to understand first the issues within our organisation, collaboratively developing a Theory of Change to define our areas of focus, approach and plan of action moving forward. We have a Race Equality Action Stakeholder Group which is chaired by a London Youth member and trustee. This group includes representatives from across the organisation and oversees the implementation of our Race Equality Action Plan. At the heart of youth work is the drive to level the playing field for all young Londoners to succeed, regardless of their backgrounds. Over two thirds of the young people we work with are from racialised communities and we know that without the opportunities which youth organisations provide, there would be limited experiences open to them.

Cherry Lane, Amersham, HP7 0QG

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