

## JOB DESCRIPTION

|                       |                               |                     |  |
|-----------------------|-------------------------------|---------------------|--|
| <b>JOB TITLE:</b>     | Activity instructor           |                     |  |
| <b>GRADE:</b>         |                               | <b>SCP RANGE:</b>   |  |
| <b>SECTION:</b>       | White Water Centre            | <b>DIRECTORATE:</b> |  |
| <b>POST LOCATION:</b> | Lee Valley White Water Centre |                     |  |

|                         |     |                   |          |
|-------------------------|-----|-------------------|----------|
| <b>DBS REQUIREMENT:</b> | Yes | <b>DBS LEVEL:</b> | Enhanced |
|-------------------------|-----|-------------------|----------|

|                       |     |
|-----------------------|-----|
| <b>ACCOMMODATION:</b> | N/A |
|-----------------------|-----|

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|--|-----|
| <b>DRIVER'S LICENCE &amp; BUSINESS USE INSURANCE REQUIREMENTS:</b> | N/A |
| <b>CAR ALLOWANCE:</b>  | N/A |
| <b>BUDGET LEVEL:</b>   | N/A |

|                         |                         |                 |  |
|-------------------------|-------------------------|-----------------|--|
| <b>REPORTING TO:</b>    | Senior Instructor       | <b>POST No.</b> |  |
| <b>RESPONSIBLE FOR:</b> | Provision of Activities | <b>POST No.</b> |  |

|                                      |     |
|--------------------------------------|-----|
| <b>POLITICALLY RESTRICTED POSTS:</b> | N/A |
|--------------------------------------|-----|

### PURPOSE OF ROLE

As an Activity instructor you will be responsible for the delivery of a variety of land and water based activities depending on your ability and qualifications.

### KEY RESPONSIBILITIES AND DUTIES

#### PEOPLE RESPONSIBILITIES (EXTERNAL – INCLUDING MEMBERS)

##### Activity Provision

- To instruct and supervise activity sessions that are safe and in line with the centre Normal Operating Procedures (NOPs) and Training Criteria.
- Liaise with all participants throughout the activity to ensure their expectations are being fulfilled and problems are resolved efficiently.
- Provide the customers with the basic skills and encouragement so they can fully participate in the activity session
- Engage with all visitors to the centre and ensure all participating customers are given an enjoyable activity experience

- To work with other activity staff to ensure all activities have the appropriate resources and the customers have the best possible experience.
- To assist with Staff training and development if required.
- To be responsible for all equipment. In the event equipment is damaged or broken, appropriate action is taken, the information is logged, and the relevant people are informed.
- To perform any reasonable tasks to support the centre which is outside your usual job role with commitment and enthusiasm.

#### **PEOPLE RESPONSIBILITIES (INTERNAL – INCLUDING CONTRACTORS & VOLUNTEERS)**

- To work with other activity staff to ensure all activities have the appropriate resources.
- To assist with Staff training and development if required.
- Assist other departments when required.

#### **FINANCIAL RESPONSIBILITIES**

- 

#### **OTHER RESOURCES RESPONSIBILITIES**

- There will be a responsibility to look after all the activity equipment in your role. This includes stocktaking and maintenance. During activity sessions, the instructor's responsibility is to make sure it is used appropriately, maintained, and returned after use. In the event, damage is identified, the relevant staff members are informed and equipment dealt with appropriately.

#### **GENERAL**

- To conduct yourself in a safe and professional manner in line with the company's vision.
- Manage your health and wellbeing and be aware of the implications to safety and the customer experience.
- Know how to manage yourself, so you are fit for work, punctual and fulfil your role to the expected standards when required
- To attend and fully participate in any training provided and to perform to the best of your ability.
- To maintain an adequate level of fitness to perform in the role.
- Take a proactive approach to your performance while working and in your personal development.
- Ensure any relevant memberships and qualifications needed for your role are kept up to date

#### **KEY CONTACTS**

| <b>INTERNAL CONTACTS / PURPOSE</b>  | <b>EXTERNAL CONTACTS / PURPOSE</b>  |
|---|---|
| <ul style="list-style-type: none"> <li>• Senior Instructors – Day to day communication, training and support</li> <li>• Duty managers – Facilities use</li> <li>• Assistant Manager -Support</li> </ul> | <ul style="list-style-type: none"> <li>• Activity participants – main customers</li> <li>• British canoeing – other course users and stakeholders</li> <li>• External hire users – customers</li> </ul> |

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Venue manager - Support</li> </ul> |  |
|---|--|

**The Authority has the right to amend the job description in consultation with the post-holder to reflect changes in or to the job.**

It should be noted that the above list of principal duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only. Additional duties may be required from time-to-time that are not identified above and shall be appropriate to the nature, grade and demands of the job as described. The Job Description is current as at the date shown below. In consultation with the post-holder, it is liable to variation by management to reflect or anticipate changes in the job.

The Authority has a policy of working with volunteers to enhance the service we provide, part of your duties may at times involved working with or supervising volunteers as part of your normal working duties. Full training is available on working with volunteers from the HR team and through e-learning modules.

**Sign off for Job Description and Person Specification**

| <b>Job Description/Person Specification</b> | <b>Post Title</b> | <b>Date signed off</b> |
|---|-------------------|------------------------|
| JD/PS Prepared by line manager              |                   |                        |
| JD/PS Agreed by second line manager         |                   |                        |
| JD/PS Agreed by HOS/AD by                   |                   |                        |
| Consultation with post holder conducted by: |                   |                        |

## PERSON SPECIFICATION

|                      |                     |                 |  |
|----------------------|---------------------|-----------------|--|
| <b>JOB TITLE:</b>    | Activity Instructor |                 |  |
| <b>JOB TITLE No.</b> |                     | <b>POST No.</b> |  |

| <b>KNOWLEDGE AND SKILLS</b>  |   |
|--|---|
| <b>ESSENTIAL</b>   | <b>DESIRABLE</b>  |
| <b>Knowledge</b>   | <b>Knowledge</b>  |
| <ul style="list-style-type: none"> <li>• Represents the company positively in line with the company values</li> <li>• Adopts a positive attitude to the continued development of the centre and the products it provides</li> <li>• Responsible for the provision of an excellent customer service.</li> <li>• Committed to the company vision and demonstrates the required values.</li> <li>• Represents the company positively in line with the company values</li> <li>• Adopts a positive attitude to the continued development of the centre and the products it provides</li> </ul> | <ul style="list-style-type: none"> <li>•</li> </ul>   |
| <b>Qualification</b>   | <b>Qualification</b>  |
| <ul style="list-style-type: none"> <li>•</li> </ul>  | <ul style="list-style-type: none"> <li>• Hold a Stadium Raft guide award, International raft Federation class 3, British canoeing level 1 or Higher</li> <li>• Hold a British Canoeing coaching or instructing award</li> <li>• Hold a valid First Aid qualification</li> </ul> |
| <b>Experience</b>  | <b>Experience</b>   |
| <ul style="list-style-type: none"> <li>• Work as part of a team to deliver results</li> <li>• Ability to deliver a good level of customer service</li> </ul>   | <ul style="list-style-type: none"> <li>• Experience of working with people of all ages</li> <li>• Experience working in an outdoor environment</li> </ul>   |
| <b>Problem Solving / Decision Making + Mental Skills</b>   | <b>Problem Solving / Decision Making + Mental Skills</b>  |
| <ul style="list-style-type: none"> <li>• Effectively communicate with Staff and Visitors to the centre</li> <li>• Actively identifies customer needs so they receive the best possible experience</li> <li>• Is accountable for own performance and areas of responsibility</li> <li>• Promotes and maintains an environment of supporting both customers and colleagues</li> </ul>  | <ul style="list-style-type: none"> <li>•</li> </ul>   |
| <b>Communication</b>   | <b>Communication</b>  |

|  |                        |
|--|------------------------|
| <ul style="list-style-type: none"> <li>• Friendly and approachable</li> <li>• Communicates and interacts appropriately with others</li> </ul>  | •                      |
| <b>Physical skills</b>   | <b>Physical skills</b> |
| <ul style="list-style-type: none"> <li>• Maintain an adequate level of fitness to perform in the role</li> <li>• Confident working in or around water</li> <li>• Manages own health and wellbeing appropriately</li> </ul> | •                      |

| <b>EFFORT AND DEMANDS</b>   |                          |
|---|--------------------------|
| <b>ESSENTIAL</b>  | <b>DESIRABLE</b>         |
| <b>Mental demands</b>   | <b>Mental demands</b>    |
| <ul style="list-style-type: none"> <li>• Manages own health and wellbeing appropriately</li> </ul>  | •                        |
| <b>Physical demands</b>   | <b>Physical demands</b>  |
| <ul style="list-style-type: none"> <li>• Maintain an adequate level of fitness to perform in the role</li> <li>• Confident working in or around water</li> </ul>  | •                        |
| <b>Emotional demands</b>  | <b>Emotional demands</b> |
| <ul style="list-style-type: none"> <li>• Manages own health and wellbeing appropriately</li> </ul>  | •                        |
| <b>Work Environment</b>   | <b>Work Environment</b>  |
| <ul style="list-style-type: none"> <li>• Responsible for the provision of an excellent customer service.</li> <li>• Committed to the company vision and demonstrates the required values.</li> <li>• Represents the company positively in line with the company values</li> <li>• Adopts a positive attitude to the continued development of the centre and the products it provides</li> </ul> | •                        |

| <b>Other requirements</b> | <b>Other requirements</b> |
|---------------------------|---------------------------|
| <b>ESSENTIAL</b>          | <b>DESIRABLE</b>          |
| •                         | •                         |