



Inspiring Learning

Activity Leader Kingswood Job Description



Job Title: **Activity Leader**

Reports to: Team Leader

Location: Allocated Centre

Band:

Salary:

Department: Activities

Job Purpose

The purpose of the role is to consistently provide high quality experiences by owning a guests journey. Adventure Leaders deliver consistent world class experiences whilst coaching and leading others to achieve the same results that will ensure our KPI's & NPS targets are achieved and that we stand out from our competitors in delivering a unique unbridled Activity experience.

To fully support and exemplify the overall company purpose and values of – *'Keep it Simple'; 'Know your Stuff'; 'Give it your all'; 'Make it Fun' and 'Own it'*

Key role responsibilities and accountabilities

Programme Delivery

- Ensure activities are delivered in line with appropriate standards and sessions inspire and motivate guests.
- Put the guest at the heart of everything you do.
- To deliver a variety of outdoor and classroom based sessions which may include:
 - Water Sports (e.g. Kayaking, Raft building, Life Guarding)
 - Rope Activities (e.g. Climbing, Abseiling, High ropes course)
 - Motor Sports (e.g. Quad biking, Go-Karting)
 - Target Sports (e.g. Archery, Fencing)
 - Classroom Sessions (e.g. ICT sessions, Environmental studies)
 - Core Activities (e.g. Nightline, circus skills, evening entertainment)
- To assist in the provision of customer service by being first point of contact for teachers/children whilst on centre– performing Group Leader duties for visiting schools and groups etc.
- To participate and show diligence in all aspects of the Instructor Development Programme
- To undertake various National Governing Body Awarded qualifications in activities such as archery, fencing etc.
- To deliver evening entertainments sessions in accordance with Company Standards

Safety

- Ensure all equipment and safety checks are conducted in line with company procedures including safe storage and issue of equipment.
- Ensure compliance with company H&S policy and associated procedures, and other applicable NGB standards.
- Understand and comply with the Company's Safeguarding Policy.

General Duties

- Duty Instructor/Duty Senior
- Provide first aid cover as directed
- To support centre projects as part of a team, including improvements to the centre-based facilities
- To provide assistance to the centre catering and House Keeping services on a rotational basis

Specialist Duties

- In addition to their General Duties, Instructors may be allocated to support Adventure Leaders in the operation of one or more of the following specialist programme areas:
 - Core Activities
 - EFS
 - Water Sports
 - ICT
 - Rope Activities

Typical knowledge, skills and experience

- A highly motivated, energetic and enthusiastic team player with a proven commitment to developing young people through education
- Good interpersonal, communication and organisational skills
- Demonstrate positive behaviour to work on own initiative and be keen to learn new skills and self-develop
- Good safety awareness

- Professional and diligent approach to all duties you are tasked with and acting as a good role model to other colleagues and children on centre
- Desire to develop self through completion of your Activity Leadership apprenticeship
- Proven competence of delivering a variety of sessions to a wide selection of client types
- Develop a greater knowledge of the overall organisation and industry

Behavioural competencies

Broad minded thinker

- Stays up to date with customer trends, identifying opportunities and threats at an early stage.
- Thinks outside of the 'functional silo'.

Honest and transparent

- Meets and exceeds customer expectations.
- Is open honest and transparent
- Takes personal responsibility and ownership
- Gives and receives open and honest feedback

Innovative and adaptive

- Welcomes change in a positive light, supporting their teams to embrace new ways of working.
- Encourages and supports development
- Challenges people to find ways of improving

Leading and collaborating

- Initiates action and provides others with clear direction.
- Challenges inappropriate or ineffective behaviour.
- Takes responsibility for actions.
- Is self-confident and is seen as credible and a go to person by others.
- Welcomes new ideas and ensures everyone has a voice.

Developing performance

- Keeps own knowledge and skills up to date
- Delivers results through teams and people.
- Actively seeks to stretch capability and scope of responsibilities.

Communicating and engaging

- Presents information in an engaging and motivating way
- Is self-aware and changes style to suit the relevant audience.
- Communicates openly and freely.
- Successfully persuades and influences others.

This job description is not to be regarded as exclusive or exhaustive and does not form part of the roles contract terms. It is a summary of the Recruitment Coordinator function and responsibilities and, like all such documents, will be amended from time to time, in the light of the changing need of the Peoples Team. Prepared by The People Team December 2020.