



# job description

Job Title: Activity Instructor/Group Leader (Study)

Reports to: Study Team Leader

## **Job Purpose:**

The Study Course department delivers Field Studies, Computing, Science, and Maths courses. The balance of these products and the number of bookings can vary each season, but Field Studies is the most popular.

Working in the AIGL (Study) role you will be responsible for delivering these sessions and courses or Adventure activity sessions. You will also be responsible for supervising and organising PGL guests outside of these Study or Activity sessions and organising and participating in evening entertainments to ensure that PGL's guests have the best stay possible

## **Key Objectives:**

### **Objective 1: Take full responsibility for guests during structured activity sessions.**

- Take full responsibility for PGL guests and accompanying adults during structured activity and study sessions.
- Teach groups basic technique and encourage relevant improvement.
- Convey appropriate subject knowledge with enthusiasm and maximise young guests' learning opportunities
- Maintain overall supervision and give individual guidance, ensuring that guests realise their potential and gain maximum enjoyment from each session.
- Ensure that all sessions are conducted in a safe manner in accordance with the company's site specific Normal Operating Procedure.
- Use equipment in line with training and record any damage or faults.

### **Objective 2: Take full responsibility of guests outside of structured activity sessions.**

- Welcome the groups on arrival, conduct site tours and welcome briefings with Party Leaders, accompanying adults and guests.
- Determine the group's objectives and communicate regularly with the Party Leader to ensure these objectives are being met.
- Keep the group organised and entertained outside of structured activity/study sessions.
- To be the main point of contact throughout the group's stay, liaising with the Party Leader or accompanying adults ensuring that any problems or issues are resolved in a timely manner.
- Organise and take responsibility for evening entertainments with the group.

### **Objective 3: Broaden your own activity and study competence/knowledge.**

- Attend any training courses as directed by your Line manager, Centre or General Manager.
- Regularly review own targets and work towards the achievement of agreed objectives
- Ensure that any activity qualifications and memberships with NGB's are renewed and re-validated as required.

## Objective 4: Assist with centre specific duties associated with a residential children's activity centre.

- Assist in other departments as required (Catering, Housekeeping and maintenance). This will be up to 20% of your time across the working week
- Assist at other centres across the PGL estate as required.
- Residential staff may be required to cover an overnight on-call Emergency Assistant shift on a rota basis.

## Personal Specification

### Qualifications / Experience:

	Essential	Desirable
Successful completion of PGL's AIGL in-house training course	✓	
Experience of working with children and young adults		✓
Ability to work as part of a team & deliver results	✓	
Previous experience working in catering / housekeeping		✓
Ability to communicate effectively with others	✓	
Experience in delivering high levels of customer service	✓	
Good organisational skills	✓	
Relevant National Governing Body qualifications		✓
Relevant degree or equivalent	✓	

### Competencies:

Takes responsibility for the delivery of an exceptional customer experience
Identifies and seeks to understand customer requirements
Works to create and maintain a culture of mutual support
Communicates appropriately and effectively with others
Accepts responsibility and accountability for own performance and areas of responsibility
Adopts a positive attitude to change. Recognises that change is necessary
Takes responsibility for own health and well-being. Demonstrates a healthy work-life balance
Is aware of impact of own behaviour on others
Acts in a manner that supports the values of the organisation and benefits our reputation
Demonstrates commitment to the vision, values and mission of the organisation

### Additional Information:

**Right to Amend** The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

**Safeguarding of Children** Due to the nature of the role, all Activity Instructors (Study) employed by PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS) or a Protection of Vulnerable Groups Check (PVG), which PGL will pay for. Additionally, all PGL staff will need to have received two satisfactory references prior to starting employment.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.