

Post	Senior Instructor
Job Purpose	To act as Duty Officer during peak season and coach and instruct children, young people and adults in a variety of water and land based activities and sports.
Location	South Cerney Outdoor
Line Manager	Operations Manager
DBS Disclosure	Enhanced

The role of Senior Instructor is to act as Duty Officer with the responsibility for the safe operation and standards of the centre, line manage and mentor the Activity Instructor team during the peak season and provide high standards of coaching as required.

Job Description

- To ensure that instructors perform their duties to a high standard and adhere to Standard Operating Procedures and NGB standards.
- To line manage, coach and mentor Activity Instructors to deliver high standards of service.
- To assist the Operations Manager in developing a full range of activities to improve the centre programme and meet customer needs.
- To be aware of financial performance of centre and responsibility for assisting develop designated areas of the business.
- To act as Duty Officer with responsibility for opening and closing the centre in the absence of the Operations Manager.
- To ensure the centre is compliant with all standards required to maintain NGB centre status.
- To promote the centre and sell activities and courses. To support the Managing Director and Operations Manager in developing a full range of activities to improve the centre programme and meet customer needs.
- To instruct a range of water and land based activities dependent upon qualifications and experience.
- To use coaching techniques to help customers improve their skills, gain confidence and operate safely.

- To adapt instruction and coaching techniques to support all customers to participate fully.
- To establish positive working relationships with customers to encourage active engagement, participation and future business.
- To work to national governing bodies quality standards.
- To prepare and check equipment and ensure it is stored appropriately at the end of each session.
- To complete training logs and assessments in line with the requirements of the awarding bodies.
- To ensure that all safety standards are adhered to at all times and safety checks are completed as specified.
- To welcome and serve customers in a professional manner and in accordance with our culture and vision.
- To assist in the maintenance and cleaning of the centre's equipment and facilities.
- To endorse and support centre purpose, vision and culture statements and ensure all staff do the same.
- To ensure adherence to the company's equalities and diversity policy.
- To comply with safe guarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.
- To fulfil other duties commensurate with the level and nature of the post.

Personal Specification

Essential Qualities

- Experience of supervising individuals and small teams
- Experience of dealing with customers and handling complaints
- RYA Senior Instructor
- British Canoeing Paddlesport Instructor / Leader or equivalent
- First Aid at Work
- Experience of dealing with customers and handling complaints
- Ability to work as part of a team
- Engage with customers of all ages and abilities
- Inspire confidence
- Able to meet deadlines

- Flexible and able to work evenings and weekends on a shift basis.
- An understanding of and commitment to promoting equality and diversity.

Desirable Qualities

- Other outdoor instructor qualifications appropriate to the position
- British Canoeing Paddlesports Coach or Level 2 Instructor
- Experience of planning staff rosters