



JOB DESCRIPTION

Job Title	Instructor		
Directorate	Children & Family Services		
Reporting to	Activity Manager/Centre Manager		
Grade	15		
Evaluation ref:	AG0886	Job ref:	Family
Role purpose			
To supervise, demonstrate and instruct groups in a wide variety of outdoor activities both on and off-site, including technical and more high-risk activities.			
Responsibilities			
<ol style="list-style-type: none">1. Supervise, demonstrate and instruct groups in a wide variety of outdoor activities both on and off-site.2. Meet with customers to conduct introductory and welcoming talks, safety briefs, tours and oversee their departure.3. Occasionally undertake offsite activities after training and supervision has been undertaken. Support will be given by other staff members at the venue or via telephone.4. Under instruction from more senior staff, undertake any reasonable requests to benefit the clients e.g. running the bar, seating parents, signing children in and out, supporting tutors in following the behaviour plan.5. Assist in determining alternative pursuits should the present course schedule need to be varied.6. Oversee, as directed, the delivery and overall operation of a Centre across the "residential" aspect of the course delivery, e.g. supervise the smooth operations of the dining room, and any bar and shop needs when on duty.7. Sleep-in as necessary to support the delivery of residential courses. Maintain good safeguarding processes, as required.8. Liaise with the Activity manager/Centre Manager to ensure the appropriate levels of staff are available to deliver the services and where this is not the case take advice to meet these unexpected shortfalls.9. Liaise with the Centre Manager and Activity manager where necessary if the programmed activity has to be cancelled or modified for health, safety or welfare needs.10. With advice from the Activity Manager and Centre Manager, ensure that any changes to scheduled events are co-ordinated, broadcast and displays are prepared and updated.11. Attend and contribute fully to daily and weekly briefing and reviews.12. Undertake risk assessments on the activities, location and environment around activities, within the guidelines laid down or as described by the Health and Safety group and/or the Service's safety policies. Feedback any changes needed to static Risk Assessments to Lead/Senior Instructor.13. Ensure faculties are fit for purpose, safe clean, tidy, and take the appropriate action to identify any problems, report failures of equipment within the described procedures.			

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14. Resolve any routine problems from students or visiting guests during residential periods, conduct introductory and welcoming talks and oversee smooth departures. Seek advice as required.
15. Undertake training opportunities as directed.
16. Supervise the delivery and overall operation of a Centre across the “residential” aspect of the course delivery as required, e.g. supervise the smooth operations of the dining room, and any bar and shop needs when on.
17. Maintain personal records for inspection and assist in the preparation for inspection, e.g. maintain kit check records for non-technical equipment.
18. Observe others and give required feedback as to session quality and customer service.
19. As required, will on occasions carry the legal responsibility of being in loco parentis when sleeping at the Centre overnight.
20. Maintain records where contact is made with parents with regards to children.

Impact

Contacts & Relationships

- Work with visiting group leaders/teachers and students during pastoral and activity periods.
- For courses over a weekend, the individual is the main member of Centre staff on-site and, as such, would be the first point of contact for visiting tutors and students. Support for them would be via telephone call or SMS.
- Meet visiting course tutors and liaise with them, as necessary, during their stay.
- Re-assure parents of children attending courses.
- Promote the highest standards of customer care at all times, operate with integrity and ensure that all staff are treated courteously.

Resources

Ensure that copies of room plans, children’s medical details are available and that procedures regarding fire and duty are followed.

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge			
Familiarity with ICT equipment and a competence to use it.	X		

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Keen to continue personal professional development.			
Has taken responsibility for a centre over night or at weekends.		X	
Experience			
Experience of leading outdoor and adventurous activities.	X		
Experience of living/working in a residential setting.			
Experience of risk assessments and safety procedures.			
Experience / training in adventurous activities.			
Experience of being a course director for a particular group or programme.		X	
Qualifications / Registrations / Certifications			
At least one year working in the outdoors with young people.	X		
In-house or 2 low level NGB (e.g. GNAS, SBRA, Star awards).			
Current First Aid certificate – this is essential for the role; if you don't already have this qualification or it has lapsed, mandatory training will be provided.			
NVQ RPIOL		X	
Skills			
Proven record of ability to work with groups of children/adults.	X		
Good communication skills.	X		
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016).	X		
Working Conditions			

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Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Responsibilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 30th October 2024