
Accountable to: **Head of Center**

Responsible for: **Up to 2 line reports**

Location: **Hindleap Warren**

The Team

Hindleap Warren is London Youth's outdoor education centre located high in the Ashdown Forest and set in 300 acres of woodland and wilderness just over an hour from London. Hindleap Warren creates opportunities for personal and social development that are second to none, working with more than 9,000 young people every year. Our mission is to support and challenge young people to be the best they can be. We provide residential courses – typically for schools during the week and youth clubs at weekends. We offer day courses to young people from all backgrounds. Activities are accessible all year round and have been designed to stretch young people of all ages. On-site, there is archery, orienteering, pool canoeing, a climbing wall, high ropes, two zip-wires, an abseiling tree, tunnels, an obstacle course and team challenges. We also take groups off-site to do canoeing, mountain biking, mine and cave exploration, rock climbing and bouldering.

The Current Staff This includes the Director, Head of Centre, Deputy Head of Centre, an operations Manager and two programme Managers, three Chief Instructors and sixteen Instructors, together with administrative, maintenance and domestic staff. The whole team numbers thirty five in all. We are committed to providing top quality service to our visitors and all staff play an active part in achieving that aim. The instructional staff has a depth of experience in the provision of outdoor education and are led by a highly qualified and experienced management staff. It is the overall quality of our staff and consequently the quality of our provision that allows us to retain a very high standard.

Job Purpose

As a senior member of the Hindleap Instructional staff this role takes on additional responsibility beyond direct client-facing work: course director and cover, responsible for an element of operational systems and some line management responsibility.

This post requires experience of direct client-facing work, strong customer service skills, an aptitude for training and supporting other staff members and a flexible approach to working hours to enable course director and cover duties to be undertaken midweek and weekends.

Main duties and Tasks of the three Chief Instructors	Approximate % allocation
1. Management	20%
<ul style="list-style-type: none"> To act as a "Course Director" with a full range of courses and group types. 	
<ul style="list-style-type: none"> To act as a "Cover" to support the duty instructor and be on call to deal with any problems that may arise by telephone and when necessary by returning to Hindleap. 	
<ul style="list-style-type: none"> To act as a "Duty Instructor" (24 hour on site presence). 	
<ul style="list-style-type: none"> To manage the fleet of minibuses at Hindleap or Manage the training and qualifications record for instructional staff or Manage the Instructor Areas of Responsibility work 	
2. People	20%
<ul style="list-style-type: none"> Line Management of up to two members of instructional staff 	
<ul style="list-style-type: none"> Training and monitoring of instructional staff 	
<ul style="list-style-type: none"> To act as ambassador and represent Hindleap Warren and the broader organisation 	
<ul style="list-style-type: none"> Instructional work with clients 	60%
3. To be capable of instructing Hindleap activities when NGB qualifications allows	
<ul style="list-style-type: none"> To operate all activities according to Centre Operating Procedures and appropriate National Governing Body Qualifications 	
<ul style="list-style-type: none"> To be a good role model in order that the messages of education and development we deliver to our clients are given honestly and with real example 	
<ul style="list-style-type: none"> 	

Person specification

Skills, experience and knowledge	Essential/Desirable
To be a highly experienced and qualified instructor of outdoor pursuits with a deep personal interest in the outdoors.	E
Ability to demonstrate best practice in outdoor education.	E
Ability to motivate staff to achieve targets	E
Experience of working with a wide range of clients e.g. challenging young people and people with disabilities.	E
Must hold 3 of the following awards:- <ul style="list-style-type: none"> • SPA or Southern Sandstone • UKCC Level one • Walking Leader or ML • CWLA with Abseil • APIOL • PCV/D1 	E
A good understanding of best practice in Child Protection	E
A good understanding of Health & Safety issues pertaining to outdoor activities.	E
Ability to drive a minibus	D
Proven ability to problem solve.	E
Interpersonal skills	
Excellent communicator.	E
Excellent customer service skills.	E
Basic computer skills.	E
Personal Attributes	
Ability to work flexible hours including evenings, weekends and some overnight duties. The ability to get to Hindleap in about 30 minutes or a willingness to overnight on site when Cover	E
A good understanding of the educational value of the outdoors.	E
Highly motivated, hard working and committed to detail and quality.	E

Terms and Conditions

Salary: £21,304. Plus contributory pension scheme

For those who wish to live on site there is a charge of £1,945.00

Hours: 44.5 Hours a week on average.

Leave: 39 days. This includes 8 bank holidays and 5 closer days.

Full time Post: Start date April 2016