

# Job Description and Person Specification

## LEAD INSTRUCTOR

Issue Date: JANUARY 2018



**Accountable to:** Senior Instructor or Assistant Senior Instructor

**Responsible for:** No line reports

**Location:** Woodrow High House, Amersham, Buckinghamshire, HP7 0QG

### An introduction to London Youth

London Youth is a network of diverse community youth organisations serving young people of all backgrounds right across the capital.

Our mission is to support and challenge young people to become the best they can be.

Our vision is that all young Londoners grow up healthy, able to navigate a fulfilling career and make a positive contribution in their communities.

We support them to develop the confidence, resilience and relationship skills they need to do this, delivering with and through our network of community youth organisations and at our two residential centres; Woodrow High House and Hindleap Warren. We work with all young people but place a particular emphasis on those who wouldn't otherwise have access to the kind of opportunities we offer.

Because good youth work works.

We deliver our mission through four strategic objectives:

- **Membership Development** – Developing, training, connecting and quality assuring our membership network to deliver good youth work.
- **Opportunity** – Creating a broad and inclusive range of quality opportunities for young people in social action, sports development, employability and outdoor education.
- **Voice** – Ensuring our expertise and the on-the-ground voices of youth workers and young people are reflected in public policy, practice and opinion.
- **Best we can be** – Being the best we can be ourselves; fundraising effectively, financially robust and a great place to work

And we strive to act in line with our four simple principles:

- **Honesty** – about what works (and what doesn't) and we learn from our mistakes
- **Collaboration** – with each other, young people, our members, and the world beyond
- **Improvement** – committed to continual improvement
- **Fun** – because we think people learn best when enjoying themselves

## Why work for London Youth...?

Our most recent Employee Survey revealed...

- ✓ 99% staff want to contribute to London Youth's success
- ✓ 92% staff feel they can ask questions when they do not understand something
- ✓ 91% staff enjoy their job
- ✓ 95% staff are proud of the work we deliver

## About Woodrow High House...

At the end of a lane, in the Chiltern Hills, Woodrow High House creates a wonderful range of new opportunities for more than 7000 young people every year. Through indoor and outdoor facilitation, we work with children and young people outside their normal environment. Our evaluation shows that this has a strong impact on their personal and social development, building confidence, resilience and relationship skills.

Woodrow High House has a committed and passionate team, including:

- ✓ a Sales & Marketing team;
- ✓ a Facilities & Housekeeping team;
- ✓ a Delivery team of outdoor Instructors;
- ✓ a Sports Centre team; and,
- ✓ a Catering team.

## Job Purpose

The Lead Instructor role offers a great opportunity for outdoor instructors with some experience to take on further responsibility and develop their skills and range of experience.

You will facilitate a wide range of activities to support the growth, development and education of the children, young people and adults who visit us. Activities include outdoor sessions such as low ropes and orienteering, high ropes, archery, problem-solving activities, sports including cycling, arts and craft, and environmental activities. In addition, part of your role will require that you take on the management and development of elements of our programme – helping to develop and improve existing sessions as well as considering the scope for new ones.

As a Lead Instructor, we expect you to come with experience of running an excellent activity session so that you lead by example to our apprentices. While the Senior Instructors line-manage the Apprentice Instructors, we want you to play your part in aiding and mentoring their development. In addition, as soon as you are established in the role, you will be asked to perform 'Course Director' duties, acting as the supervisory point of contact for residential groups, although always with the support of senior management.

Woodrow also has a Sports Centre which, among other things, hosts a Swim School for the local community. Your main role at the Sports Centre will be to provide lifeguard cover as well as being involved in day to day operations including cleaning and customer service.

As a Lead Instructor, you will also have the opportunity to take on areas of responsibility and make a real and lasting difference towards centre operations. You will also get the chance to

have a go at staffing and programming as part of your training, preparing you for more senior roles in future.

We are keen to offer personal development opportunities and as such encourage participation in relevant training courses both internal and external.

## Job Description

<b>Main duties and tasks of the role</b>	<b>Approximate % allocation</b>
<b>Responsible for instructional work with clients</b>	70%
<ul style="list-style-type: none"> <li>Instructing a wide range of Woodrow activities across the site</li> </ul>	
<ul style="list-style-type: none"> <li>Operate all activities according to our Operating Procedures, Risk Assessments and in accordance with National Governing Body guidelines</li> </ul>	
<ul style="list-style-type: none"> <li>Undertake various site work/ facilities management tasks in order to help our facilities team deliver a smooth operation across the site. This will include cleaning and simple maintenance tasks</li> </ul>	
<ul style="list-style-type: none"> <li>Be an excellent role model in order that the messages of education and development we deliver to our clients are given honestly and with real example</li> </ul>	
<b>Responsible for duties at the Sports Centre</b>	15%
<ul style="list-style-type: none"> <li>Conduct shifts in the Sports Centre, lifeguarding, cleaning (pool, changing rooms and sports hall) and cover reception and administration duties</li> </ul>	
<b>Perform regular 'Duty Instructor' and 'Course Director' responsibilities</b>	10%
<ul style="list-style-type: none"> <li>Supervise and assist guests during meal times ensuring they are on time. Assist the kitchen staff with clearing/cleaning duties in the dining room</li> </ul>	
<ul style="list-style-type: none"> <li>As Duty Instructor - run evening activities; maintain an on-site presence to provide first aid and emergency assistance to residential groups (including acting as Fire Warden) and sleep in the main house in the "DI" room. Be available to help residential groups with any problems concerned with their visit</li> </ul>	
<ul style="list-style-type: none"> <li>Once trained, deputise for Senior Instructors as 'Course Director' looking after groups for the duration of their visit. Be the main point of contact for group leaders and ensure excellent communication with all stakeholders</li> </ul>	
<b>Developing yourself and others</b>	5%
<ul style="list-style-type: none"> <li>Assist with the learning/ training of the Apprentice Instructors, demonstrating good practice when out on session – join the</li> </ul>	

Senior Instructors as session role models	
<ul style="list-style-type: none"> <li>Commit to develop your own skills by learning from other team members, actively participating in any other training that is made available. Developing sessions and considering ideas for new ones. Managing an essential 'area of responsibility'</li> </ul>	
<ul style="list-style-type: none"> <li>Expanding your project management skills by taking ownership of an area of development at Woodrow High House</li> </ul>	

## About You (Person Specification)

We are a residential centre for young people, and so to begin with we want to see evidence that you enjoy working with young people. You need to be interested in learning how young people develop outside of the classroom and be dedicated to delivering that experience at Woodrow. You must be ready to communicate with a wide range of people from group leaders or teachers to teenagers and young children, some with learning difficulties, others with challenging behaviour.

You need to be committed to a high level of customer service for all our visitors. You should be able to deliver an excellent experience for all guests and want to go that extra distance to ensure that happens.

You must show evidence of the experience/qualifications you already have as an instructor and your desire to learn and develop further.

Please refer to the skills, experience and knowledge we will be looking for in your application.

<b>Skills, experience and knowledge</b>	<b>Essential/ Desirable</b>	<b>Demonstrated at Application (A) Interview (I) Selection Test (T)</b>
<b>Interpersonal skills</b>		
Excellent ability to communicate with a wide range of people, in both verbal and written form. Capable of addressing large groups effectively.	E	A/I/T
Awareness of the issues of living and working together with colleagues	E	A/I
Ability to display tolerance and compromise on issues surrounding communal living	E	A/I
Committed team player; with a willingness to work effectively with others by considering and valuing different and diverse points of view	E	A/I/T
<b>Experience</b>		
At least one full season's experience (or equivalent) instructing a variety of outdoor activities	E	A/I
Demonstrable understanding of the importance of quality customer service	E	A/I

Demonstrable understanding of the educational value of outdoor/ informal education	E	A/I
Demonstrable ability to work on your own initiative, to be flexible and dynamic	E	A/I
Demonstrable discretion and ability to maintain confidentiality and appropriate boundaries with clients	E	A/I
<b>Qualifications</b>		
Hold at least one of the following qualifications: <ul style="list-style-type: none"> <li>• Archery GB Instructor Award</li> <li>• ERCA, SPA, NCWA, or other relevant qualification</li> <li>• A walking qualification, such as BEL/ML/WGL/LL</li> <li>• Lv 2 Bushcraft Award or equivalent</li> <li>• Mountain Bike Coach or other relevant cycling qualification</li> </ul>	E	A/I
D1/ PCV mini bus licence	D	A/I
A valid first aid qualification	E	A/I
Ability to swim 100m	E	A/I
It would be an advantage to hold the National Pool Lifeguard Qualification	D	A/I

## Terms and Conditions

**Salary:** £17,355 per annum plus free uniform and meals when at work.

**Pension:** London Youth complies with the employer pension duties concerning pension auto-enrolment in accordance with Part 1 of the Pensions Act 2008. London Youth currently uses The People's Pension as its pension vehicle and once you are eligible for auto-enrolment or opt into the scheme, London Youth will make employer contributions of 3% into the scheme on your behalf. You will be required to make contributions of to your pension account also.

**Hours:** 42 hours per week, please note, this role requires evening and weekend work.

**Leave:** 39 days per annum including bank holidays  
Leave entitlement will be calculated on a pro-rata basis for part-time employees

**Term:** Permanent starting ASAP

**Accommodation:** Due to the nature of the job we offer accommodation on site.  
This accommodation is shared and charged at £194.67 per month (variable in line with the government's set NMW accommodation offset rate).

## Important dates to note

Start date for successful candidates: A mutually agreed date, from January 2018.

Each application will be reviewed for shortlisting on receipt thereof until the position is filled.

Please submit your London Youth application form to [rachael.fisher@londonyouth.org](mailto:rachael.fisher@londonyouth.org), or via post: FAO Rachael Fisher, Woodrow High House, Cherry Lane, Amersham, HP7 0QG.

Applications can be downloaded from our website:

[www.londonyouth.org/work-with-us](http://www.londonyouth.org/work-with-us)

**Further Information**

The onsite accommodation for instructors contains furnished shared bedrooms, lounge, kitchen with appliances including washing machine, and shared bathrooms. The instructor accommodation boasts broadband internet, and an enclosed garden to enjoy.