

Accountable to: Head of Centre

Responsible for: Delivering activity sessions and supporting the operation of the Centre

Location: Hindleap Warren

An introduction to London Youth

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

Our vision is that all young Londoners access a wide range of high quality opportunities for learning and fun, beyond family and formal education, building strong trusted relationships with adults and their peers; leading to broadened networks and increased confidence, character and skills.

We want all young Londoners to have the best of this incredible capital city; for it to invest in their potential, encourage them as leaders in their communities and open up opportunities for them to thrive.

We support a network of over 400 diverse community youth organisations where young people choose to go. With unique reach to over 75,000 young Londoners, we deliver programmes with and through this network in every London borough and out of town at our two residential learning centres.

We nurture a breadth of expertise, because it creates integrated pathways for young people to learn in a range of settings through sports development, youth leadership, outdoor education and employability. By developing youth organisations and young people simultaneously we strive for impact and sustainability.

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.

We are committed to quality standards, learning and understanding what works. And we involve young people at all levels of leadership and decision-making.

We support and challenge all our staff and volunteers to be the best we can be ourselves.

We deliver our mission through four strategic objectives:

1. **Developing**, training, connecting and quality assuring our membership network to deliver good youth work
2. Creating a broad range of **opportunities** for young people (with and through our members) that improve their all-round confidence, character and skills
3. Ensuring our expertise and the on-the-ground **voices** of youth workers and young people influence public policy, practice and opinion
4. Being the **best we can be** ourselves; financially robust and a great place to work

Hindleap Warren Outdoor Education Centre

The Centre

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 reputation.

Job Purpose

To deliver outdoor education sessions to groups visiting the Centre and to be involved in other duties required to operate the Centre e.g. The Duty Instructor role and the maintenance of activity equipment.

Person Specification

Main Duties and Tasks of the Role	Approximate % allocation
1. Responsible for instructional work with clients	
<ul style="list-style-type: none"> To be capable of instructing Hindleap activities when NGB qualifications allow To operate all activities according to Centre Operating Procedures and appropriate National Governing Body Qualifications 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 	70%
2. Responsible for an equipment department	
<ul style="list-style-type: none"> Maintain in good order complying with Centre policy and best practice within the industry an area of activity equipment Perform and record regular safety checks following guidelines Support senior staff in equipment budgeting and development 	20%
3. Take part in Duty Instructor Role	
<p>As part of an instructor rota take on the role of the Duty Instructor:</p> <ul style="list-style-type: none"> Supervise residential groups in the performance of mealtime cleaning duties Run the Tuck Shop in the evening Maintain an on-site presence to provide First Aid and emergency assistance to residential groups Sleep in the building in the 'DI' room and be available to help residential groups with any problems concerning their visit The Duty Instructor is closely supported by the Cover, who is a senior member of staff on call to give advice and assistance 	10%

Corporate responsibilities cutting across tasks set out above
<i>Planning and budgeting</i>
<ul style="list-style-type: none"> Inputting to annual plans and budgets Assisting with the monitoring of actual and projected income and expenditure Maintaining performance data to enable regular team reporting
<i>People</i>
<ul style="list-style-type: none"> Co-ordinate team recruitment and training Preparing thoroughly for one to one meetings and annual appraisal with your line manager Taking responsibility for your ongoing professional development Assisting with reception duties including answering phones, opening post and greeting visitors

<i>Corporate development</i>
<ul style="list-style-type: none"> Understanding and supporting the vision, mission and aims of London Youth Contributing to the formulation and delivery of London Youth's strategy Managing resources to the highest professional standards and act as a custodian of best practice Maintaining awareness of your own and others' Health and Safety, and comply with London Youth's Health and Safety and Safeguarding policies Undertaking other duties as may be reasonably requested within the responsibilities of the post

Person specification

Skills, experience and knowledge	Essential/ Desirable	Demonstrated at Application (A) Interview (I) Test (T)
Previous experience of work with young people An outdoor enthusiast, pursuing outdoor activities in own time	E	A/I
An understanding of Health and Safety issues pertaining to outdoor activities Enthusiasm for learning more about environmental education	E	
Environmental awareness Awareness of current best practices in child protection Basic computer skills	D	
Previous experience of working in outdoor centres Experience of working with people with disabilities Experience of working with challenging young people Experience of Environmental Science / Earth Education Participation in outdoor activities in a variety of venues across the UK	D	A/I
Interpersonal Skills:		
Good communicator A committed team player	E	A/I
Awareness of the issues of living and working together Previous experience of sharing living space with others	D	I
Programme Specific:		
An understanding of the importance of quality customer services Willingness to participate in weekly Duty Instructor duties	E	A/I

A reasonable level of fitness An understanding of the educational value of outdoor education		
Qualifications:		
Minimum of two NGB qualifications listed below ; UKCC Level 1 or equivalent SPA/Southern Sandstone Award A walking Qualification: such as :BEL/WGL/ML Cave/mine leader D1/PCV mini bus license	E	A/I
First Aid qualification	E	A/I
Personal Attributes		
The ability to communicate with a wide client base	E	A/I
Self motivated, outdoor enthusiast	E	A/I
An eagerness to share love for the outdoors with others	E	A/I
Hard working, committed to detail and quality	E	A/I
Ability to identify boundaries in relationships with clients	E	A/I
Committed to a career in the outdoor industry	D	I

Terms and Conditions – fixed term contract

Start date:

Salary: £18,026.69 - £19,206.26.

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

Staff Training

We provide an ongoing programme of further training for staff. This will often take the form of organised trips away in order that staff can build up log book experience ultimately gaining further Governing Body Awards, as well as providing an opportunity to practice skills that they might not normally use at work. There are usually two weeks a year of staff training to areas such as the Lakes, Scotland, Wales, North Yorkshire or the Mendips. Other opportunities for small groups of staff to go away are also often possible, usually in the winter. The Centre will pay for staff to take further governing body qualifications (budget permitting) and it is usually possible for this type of training to be done in work time. All staff are expected to progress their level of qualification and to develop further their instructional skills.

Board and Lodging

Accommodation is available for single staff in a bed/sit room on the site at a charge of £19455.55 pa. All meals are free of charge whilst on duty.