

Woodrow High House Seasonal Instructor Job Description & Person Specification



Role:	Seasonal Instructor
Accountable to:	Senior Instructor or Assistant Senior Instructor
Location:	Woodrow High House, Amersham, Buckinghamshire, HP7 0QG
Salary:	£17,355 per annum
Term:	Ongoing (Fixed term)
Hours:	44.5 hrs per week
Leave:	39 days per annum
Accommodation:	On-site living accommodation available at a charge of (£194.67 per month)
Meals:	You will be eligible for meals in the canteen, free of charge, when on duty

We are London Youth...

Supporting and challenging young people to become the best they can be through hundreds of diverse community youth organisations and our two residential centres.

We directly develop the confidence, resilience and relationship skills of over 24,000 children and young people each year, and reach tens of thousands more through our membership network.

We deliver our mission through four strategic objectives:

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

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

1. Honesty – about what works (and what doesn't) and we learn from our mistakes
2. Collaboration – with each other, young people, our members, and the world beyond
3. Improvement – committed to continual improvement
4. Fun – in everything we do

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 7,000 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 Development Manager with responsibility for sales and marketing, supported by a book-keeper and an administrator;
- ✓ a Facilities Manager who manages the estate, along with a maintenance assistant and team of housekeepers;
- ✓ a delivery team of two Senior Instructors, an Assistant Senior Instructor, five Lead Instructors, five Apprentices Instructors, and a team of Seasonal Instructors.
- ✓ an outsourced catering team.

Job purpose

This role is a great opportunity to develop your instructing skills, build your confidence and learn new skills while getting paid and gaining additional experience.

As an instructor you will lead a wide range of activities to support the growth, development and education of the children, young people and adults who visit us. Activities will include outdoor sessions such as low ropes, high ropes, archery, orienteering and bushcraft, problem-solving activities, sports, arts and craft, environmental activities and many more. You will also carry out various other tasks to assist in the smooth running of the centre, including cleaning and maintenance.

We also have a Sports Centre which hosts a Swim School and other activities for the local community. If you are already qualified as a lifeguard you will occasionally provide lifeguard cover and be involved in day-to-day operations at the Sports Centre including cleaning and dealing with customers. We will help you maintain your existing lifeguarding qualification (if you have one) by providing free monthly update training.

About the role

Main duties and tasks of the role	Approximate % allocation
<i>Responsible for instructional work with clients</i>	85%
<ul style="list-style-type: none"> • Delivering activities to Woodrow guests 	
<ul style="list-style-type: none"> • Operating all activities in accordance with Woodrow's operating procedures and appropriate National Governing Body guidelines 	

<ul style="list-style-type: none"> Undertaking various “site work” tasks in order to help our facilities team deliver smooth operation across the site 	
<ul style="list-style-type: none"> Being an excellent role model and ensuring that the messages of education and development we deliver to our clients are demonstrated personally and given honestly 	
<i>Perform regular ‘Duty Instructor’ responsibilities (within contracted hours), including:</i>	10%
<ul style="list-style-type: none"> Supervising residential groups overnight 	
<ul style="list-style-type: none"> Running evening activities and the tuck shop 	
<ul style="list-style-type: none"> Maintaining an on-site presence to provide first aid, act as a fire warden (training provided) and provide practical assistance to residential groups 	
<ul style="list-style-type: none"> Sleeping in the building and being available throughout the night should any issues arise 	
<i>Developing yourself and others</i>	5%
<ul style="list-style-type: none"> Assisting with the learning required by the apprentice instructors and demonstrating good practice at all times. 	
<ul style="list-style-type: none"> Committing to develop your own skills by learning from more experienced team members and other training that is made available. Developing existing sessions and considering ideas for new ones. 	

About you

We are a residential centre for young people and so primarily we want to see evidence that you enjoy working with young people. You need to be interested in learning how young people can 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, including those with additional needs or challenging behaviour.

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

You must show evidence of the experience 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.

Skills, experience and knowledge	Essential/ Desirable
<i>Interpersonal skills</i>	
Good communicator with a wide range of people	E
Awareness of the issues of living and working together with colleagues	E
Ability to display tolerance and compromise on issues surrounding communal living	E
Committed team player; with a willingness to work effectively with others by considering and valuing different and diverse points of view	E
<i>Programme-specific skills</i>	
An understanding of the importance of high quality customer service	E
An understanding of the educational value of outdoor/informal education	E
<i>Qualifications</i>	
At least one season's experience (or equivalent) instructing a variety of outdoor activities, including some formal qualifications, as well as a personal interest in the outdoors.	E
You hold either the Archery GB Leader (GNAS) or Instructor Award	D
It would be an advantage to hold the National Pool Lifeguard Qualification	D
Ability to swim 100m	D
A valid first aid qualification	E
High Ropes experience/ ERCA/ other relevant qualification	D
<i>Personal attributes</i>	
Enthusiasm	E
A desire to learn	E
Self-motivated	E
Hard working, committed to detail and quality	E
Ability to identify boundaries in relationships with clients	E
Passionate about improving opportunities and experiences for children and young people	E
Willingness to work evenings	E
Ability to work on your own initiative	E
Absolute discretion and ability to maintain confidentiality	E
Ability to work in a changing and flexible organisation	E

Eligibility

Please note that in order to be eligible for this role you must:

1. Be 18 years old or over.
2. Have at least 1 season of instructing experience.
3. Hold a valid first aid qualification.
4. Have the right to work in the UK.

Please contact Rachael Fisher, Assistant Senior Instructor (rachael.fisher@londonyouth.org) for clarification if you are unsure if you are eligible.

How to apply

Please apply by simply sending your CV and a Covering Letter by email to Rachael at rachael.fisher@londonyouth.org or by post for the attention of Rachael Fisher: Woodrow High House, Cherry Lane, Amersham, Buckinghamshire, HP7 0QG

Important dates to note

We will be recruiting on an ongoing basis until all positions are filled. Interviews will be arranged on an individual basis.

Successful candidates will be required to start work as soon as possible.

Please let us know when you are available to start work when applying.

Further Information

The onsite accommodation for instructors contains furnished shared or individual bedrooms, lounge with wall-mounted flat screen television, kitchen with appliances including washing machine, and shared bathrooms. The instructor accommodation boasts broadband internet, and an enclosed garden with tables and chairs for you to enjoy.

Please note that due to the nature of this role, you will be working with young people and vulnerable adults, and you will therefore be required to complete an enhanced DBS application prior to any commencement of employment.