

JOB DESCRIPTION

Job Title	Lead Instructor		
Service	Education Operations		
Reporting to	Activity Manager		
Grade	14		
Evaluation ref:	AG0885	Job Family ref:	
Role Purpose			
The postholder will deliver and supervise a high-quality residential outdoor education programme, providing instruction, guidance and pastoral care to groups taking part in a wide range of outdoor and adventurous activities both on and off site. The role is responsible for the safe and effective delivery of residential courses through activity leadership, dynamic risk assessment, safeguarding and welfare support, programme coordination, and oversight of key residential services including accommodation, dining, bar and retail facilities. Working with a high degree of autonomy, the postholder will support the management of staff, equipment, facilities and operational records, while responding appropriately to incidents and unforeseen circumstances and acting in loco parentis during residential stays. The role also contributes to staff development, equipment maintenance, health and safety compliance, and the continuous improvement of service delivery, while promoting equality, diversity, inclusion and the Council's values in all aspects of work.			
Accountabilities			
Supervise, demonstrate and instruct groups in a wide variety of outdoor activities both on and off-site. This may require driving Centre minibuses. Meet with customers to conduct introductory and welcoming talks, safety briefs, tours and oversee their departure. Deliver a small proportion of technical and more high-risk activities offsite, in remote locations, once specialist training and supervision has been given and competence assessed. This will be without any other member of staff, however support will be via telephone. Dynamic risk assessment will be undertaken to ensure the safety of the group and that centre procedures are followed. Undertake any reasonable requests to benefit the clients, this will include running the bar, seating parents, signing children in and out, supporting tutors in following the behaviour plan. Seek advice from more senior staff where appropriate. Determine alternative pursuits should the pre-set course schedule need to be varied.			

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Supervise the delivery and overall operation of a Centre across the “residential” aspect of the course delivery, including supervising the smooth operation of the dining room, and any bar and shop needs when on duty, to compliment the timetable of the course.

Sleep-in as necessary to support the delivery of residential courses and maintain appropriate safeguarding processes at all times. Assist with the design of programme and rooming of children as appropriate.

Ensure the appropriate levels of staff are available to deliver the services and where this is not the case follow the procedures to meet any unexpected shortfalls when on duty until the Centre Manager/Activity Manager arrives to support. Updating records as appropriate and updating daily briefing diary.

Adapt to the present situation or think of alternatives if the programmed activity needs to be cancelled or modified for health, safety or welfare needs. Liaise with the Centre Manager and Activity Manager where necessary.

Ensure that any changes to scheduled events are co-ordinated, broadcast and displays are prepared and updated. Report these to the Centre Manager/Activity Manager.

Attend and contribute fully to daily and weekly briefing and reviews, sharing experience where possible and keeping records as required.

Conduct risk assessments on the activities, location and environment around these activities, within the guidelines laid down or as described by the Health and Safety group and/or the Service’s safety policies.

Ensure faculties are fit for purpose, safe clean, tidy, and take the appropriate action to identify any problems, remedy failures of equipment within the described procedures.

Resolve any problems from students or visiting guests during residential periods, conducting introductory and welcoming talks and overseeing smooth departures. Liaise with the on-call manager for advice where necessary.

Share knowledge and experience with other team members, offering training as appropriate and within pre-planned programmes.

Ensure personal records are kept for inspection. Assist in the preparation for inspection, e.g. maintain kit check records and hold an area of responsibility for a technical aspect of equipment maintenance.

Ensure high levels of Health and Safety in activities by monitoring the maintenance of kit and equipment, grounds and indoor spaces. Rectify failures and request replacements.

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Undertake assessments and observations of staff for activities where devolved power has been given.

Carry the legal responsibility of being in loco parentis, when sleeping in at the Centre.

Maintain detailed records, where contact is made with parents with regards to children.

Knowledge / Experience / Qualifications / Skills

	Essential	Desirable
Knowledge		
Sound knowledge of outdoor learning and adventurous activity delivery, including health and safety, risk assessment and safe working practices.	X	
Knowledge of safeguarding responsibilities and the welfare needs of children and young people in a residential setting.	X	
Understanding of equality, diversity and inclusion principles and their application when working with staff, customers and communities.	X	
Knowledge of operational requirements within a residential outdoor education environment, including programme delivery, customer care and record keeping.	X	
Knowledge of National Governing Body (NGB) guidance and best practice for outdoor activities.		X
Understanding of staff deployment and duty management in a residential setting.		X
Knowledge of equipment inspection, maintenance and replacement procedures.		X
Understanding of behaviour management approaches when working with children and young people.		X
Experience		
Experience of instructing and supervising groups in outdoor and adventurous activities.	X	
Experience of carrying out dynamic risk assessments and responding appropriately to changing environmental or operational conditions.	X	
Experience of working with children and young people in a supervisory, educational or recreational setting.	X	
Experience of providing high levels of customer service, including delivering briefings, welcoming groups and resolving issues.	X	
Experience of working in a residential outdoor education or activity centre environment.		X

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Experience of leading activities in remote or off-site locations with limited direct supervision.		X
Experience of supporting, coaching or assessing colleagues' performance and competence.		X
Experience of maintaining operational records, equipment logs or inspection documentation.		X
Qualifications/Registrations/Certifications		
Must hold 2 or more recognisable qualifications in climbing, mountain biking, caving, hill walking, archery GB, paddlesports, rifles, Duke of Edinburgh Assessor.	X	
Current First Aid qualification, or ability to obtain within a specified timescale.	X	
Full UK driving licence with the ability to drive Centre minibuses.	X	
Ability to satisfy all safeguarding and employment checks required for working with children and young people.	X	
Qualification in safeguarding, behaviour management or youth work.		X
Assessor or instructor qualification relevant to outdoor activity delivery.		X
Food hygiene, health and safety or other operationally relevant certification.		X
Skills		
Ability to instruct, motivate and engage participants safely across a range of outdoor activities.	X	
Strong communication and interpersonal skills, with the ability to deliver briefings, provide guidance and build positive relationships with customers, colleagues and parents.	X	
Ability to make sound decisions under pressure, adapt programmes and respond effectively to incidents or changing circumstances.	X	
Effective organisational and record-keeping skills, with the ability to prioritise tasks and maintain accurate documentation.	X	
Ability to train, mentor and share knowledge with colleagues.		X
Skills in planning and coordinating residential programmes and operational activities.		X
Competence in undertaking observations or assessments of staff where authorised.		X
Ability to identify equipment, facility or safety issues and take appropriate corrective action.		X
Working Conditions		

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Dimensions of the role
Working Arrangements
Corporate Accountabilities
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: