Outdoor Activity Instructor

Person Specification 2027

Our residential outdoor centre is dedicated to providing high quality, memorable learning experiences that inspire confidence, teamwork and a lifelong appreciation for the outdoors.

We blend adrenaline with empathy, energy with education and action with purpose.

We work with schools, youth groups, families, alternative education individuals and community organisations, offering a wide range of adventurous and educational activities in a safe, supportive and inclusive environment both at our centre in Horsford and UK wide expeditions.

As part of our instructional team, staff play a vital role in creating a positive experience. Our programmes are designed to be inclusive and accessible, encouraging individuals of all ages and abilities to challenge themselves, try new activities and learn through shared adventure and in a safe, nurturing and engaging setting.

You should be able to deliver an excellent experience for all guests and want to go above and beyond expectations. You must show evidence of the experience you already have and your desire to learn and develop further.

You must be able to show a clear passion for the outdoors, with a focus on supporting young people on their lifelong journey to thrive.

Essential Abilities and experience

- Ability to motivate and encourage young people and adults, utilising strong communication and people skills.
- Communicate with a wide range of people from group leaders or teachers to teenagers and young children, families and members of the public, including those with additional needs or challenging behaviour
- The ability to provide safe, purposeful, challenging and fun sessions that meet the needs of the guest.
- An ability to identify the needs of the customer and modify your work to have a clear customer focus.
- Ability to remain calm in difficult situations and identify solutions to problems
- Experience in and be able to work effectively with individual clients and as part of a team.
- Ability to set appropriate professional standards for self and others.

- The ability to recognise that a young person's behaviour and attitude may be governed by past experiences.
- The ability to confront challenging behaviour in a confident and constructive way.
- An understanding that the role isn't a 09:00 – 17:00 and to be flexible to sessions and programmes running over.
- Supportive, empathetic and able to enthuse others.
- The ability to receive constructive feedback from colleagues, line managers and visiting staff and actively make change.
- To keep a professional image at all times and to be seen as a role model for the outdoor industry.
- Has a clear understanding of safe guarding.
- Personal experience in a broad range of outdoor activities.
- Hard worker who is able to work in a team and independently.
- Willingness to be flexible in approach to working and adapt to challenging situations.
- Ability to work flexible hours, including evening and weekends.
- Ability to work away from home on expeditions throughout the UK, over durations of up to 10 days.
- A level of fitness commensurate with the demands of the job.
- To be smart and presentable in appearance.
- Has or is working to gaining a driving licence and the ability to transport oneself to various venues and activity sites.

Essential attitudes:

- Is adaptable and responsive to new ideas.
- Resilient and comfortable working outdoors in all weather.
- Team player with a supportive attitude towards colleagues, lead staff and directors.
- Professional, reliable and punctual.
- Be highly efficient and purposeful in all areas of the job
- Conscientious and responsible.
- Is a role model to young people.
- Honest and having strong moral principles.
- Enjoys and embraces the spirit of adventure.
- Understands the impact that nature and the outdoor environment can have on our guests
- Is organised and plans ahead.
- Always thinks more about the groups needs than that of their own.
- Willing to venture out of your comfort zone and embrace new challenges.
- A positive and keen attitude to all responsibilities and tasks.
- A commitment to promoting environmental awareness.
- A commitment towards developing outdoor activities within the framework of equal opportunities.
- A commitment to safeguarding and a commitment to allow young people the empowerment to make positive decisions and choices in order to protect them from any form of abuse harm or neglect.

- To keep instructor qualifications and experience up to date and to be well informed as to the current developments and best practice within those activities.
- A commitment to staff development and on-going training.
- Seeks out and acts upon feedback on own performance and activity adopts a learning attitude to all work activities.

Qualifications:

- Hold at least one of the following qualifications:
  Archery GB Instructor Award
  ERCA
  SPA (RCI), NCWA (CWI), or other relevant ropes-based qualification
  A walking qualification, such as BEL/ ML/ WGL/ LL
  Level 2 Bushcraft Award or equivalent
  Paddlesports qualifications
- A valid first aid qualification
- It would be an advantage to have a full Driving license
- Computer literate and comfortable using Microsoft Office (Desirable)