

# **Activity Instructor**

## **Job Description**

**Reports to: Manager**

**Location: Heatherton sports Park**

**Contract Period: To be decided**

- **Salary** Minimum wage + (depending on experience & qualifications)
- **Working Hours** A range of contracted hours are available.  
Weekend and bank holiday work are standard working hours.  
Hours will be rostered by the Manager.

## **Job Role**

The instructor's role is to assist in successfully running various activities and meet targets. This may include any aspect of site operation including equipment, facilities, health and safety, customer care and administration.

To meet the requirements of the role, all instructors are required to pass an in-house training programme. You will need to meet all health and safety requirements in order to allow access to the activities.

## **Main Duties and responsibilities**

### **Site Management**

- **Maintain site structures, paths, fencing, gates etc n good serviceable order in accordance with company procedures.**
- **Carry out maintenance checks**
- **Record checks, serviceability and work in relevant files**
- **Ensure all administration, documentation, logs and records are complies, updated and stored as per Company procedures**
- **Remove litter from site and maintain all areas in good, clean and serviceable order**
- **Notify the Manager or Supervisor of any site problems**

## **Health And Safety**

**At all times, and in accordance with company procedures and training:**

- **Comply with all health and safety policy, measures and legislation**
- **Follow all Health & Safety procedures and safe systems of work**
- **Ensure your own safety and those with whom you are working**
- **Use equipment in a safe manner as trained**
- **Ensure the safe operation of all activities**
- **Maintain the security of site and equipment**
- **Report and record all accidents and significant incidents correctly**
- **Report all safety matters to the site Manager or Supervisor**
- **Continually carry out site checks throughout the opening times of the activities**

## **Personal Protective Equipment (PPE)**

- **Check PPE each time it is issued to and returned by a customer**
- **Check all customers PPE is fitted correctly**
- **Inspect and maintain site, PPE and other safety equipment, ensuring it is in good order**
- **Ensure site PPE is correctly serviced, reporting all faults where found**
- **Maintain the PPE and equipment records as required**

## **Customer Service & Safety**

- **Welcome customers and prepare them to take part on the activities**
- **Ensure all participants comply with the company rules on age, height, weight, medical conditions etc and are fully prepared to take part on the activity**
- **Demonstrate the safe system of operation on the activity**
- **Instruct and brief customers in the safety procedures and the safe way of using the activity**
- **Monitor all participants throughout the whole of their time on the activity**
- **Do everything within reason to minimise customer complaints and maximise customer satisfaction**

## **Person Specification**

### **Essential**

- 1. Must be punctual, with a professional outlook able to work under own initiative without supervision**
- 2. A 'customer comes first ' attitude with drive and enthusiasm to achieve**
- 3. Excellent interpersonal and communication skills and high standard of personal hygiene and appearance**
- 4. Must be an enthusiastic team player and be able to work under pressure**
- 5. Must like working outdoors in all weathers**
- 6. Must be able to demonstrate attention to detail and follow company procedures**
- 7. Must be able to lead and manage groups of people**
- 8. Show calmness in difficult or dangerous situations**
- 9. The ability to relate to people of all ages and backgrounds**
- 10. The ability to deal with challenging behaviour when necessary**
- 11. Patience and the ability to inspire confidence and encourage participants**