

Job description: Activity Apprentice

Job title	Activity Apprentice	Business unit	Venues
Job title number		Post number	
Department	Lee Valley Regional Park	Location	Lee Valley WWC
Working hours (p/w)	37.5	Working pattern	Monday to Sunday Shift Rota
Salary range (min)	£	Reports to	Senior Instructors
Salary range (max)	£	Responsible for	N/A
Disclosure barring service requirement	Yes	Politically restricted	N/A
DBS level	Enhanced	Budget level	N/A
Car user allowance	N/A	Accommodation	N/A

Working at Lee Valley Regional Park Authority

At Lee Valley Regional Park Authority we are committed to our values. We pride ourselves in delivering exceptional customer experiences through our professional and friendly staff – our values underpin everything we do and are reflected in the day-to-day behaviour of everyone within the organisation.

Role summary

As an Activity Apprentice, you will be developing your skills and knowledge while working as a member of the White Water Centre Activity team. In the role, you will learn about the general day-to-day running of an activity centre and will be trained to deliver a wide range of activities as well as gaining qualifications to help progression within the leisure/outdoor activity industry

Key requirements and duties:

Activity provision

- Learn the standards expected of an activity instructor at Lee Valley White Water centre
- To assist and eventually supervise activity sessions that are safe and in line with the centres Normal Operating Procedures(NOPs) and Training Criteria
- Become skilled in liaising with all participants throughout the activity to ensure their expectations are being fulfilled and problems are resolved efficiently
- Acquire techniques to provide the activity participants with the basic skills and encouragement so they can fully participate in the activity session
- Engage with all visitors to the centre and assist in ensuring all participating customers are given an enjoyable activity experience.
- To work with other activity staff to ensure all activities have the appropriate resources
- To be responsible for own learning, fully participating in training and development provided during the apprenticeship
- To be responsible for all equipment. In the event equipment is found to be damaged or broken appropriate action is taken,

Personal attributes

- To conduct yourself in a safe and professional manner in line with the company's vision
- Manage your health and wellbeing and be aware of the implications to safety and the customer experience
- To attend and fully participate in any training provided and to perform to the best of your ability
- To maintain an adequate level of fitness to perform in the role
- Take a proactive approach to your learning and development while working
- Assist other departments when required
- Ensure any relevant memberships and qualifications needed for your role are kept up to date

Personal skills and qualities

	Essential
Friendly, outgoing and approachable	✓
Work as part of a team to deliver results	✓
Punctual and well presented	✓
Maintain an adequate level of fitness to perform in the role	✓
Committed to personal development	✓
Interested in Watersports	✓
Ability to deliver a good level of customer service	✓
Enthusiastic, confident working in and around water	✓
Effectively communicate with Staff and Visitors to the centre	✓

Role competencies

Acquire the skills needed to perform as an Activity Instructor
Learn how to identify customer needs so they receive the best possible experience
Promotes and maintains an environment of supporting both customers and colleagues
Communicates and interacts appropriately with others
Is accountable for own performance and learning
Represents the company positively in line with the company values
Is committed to the company vision and demonstrates values in all aspects of work
Adopts a positive attitude to the continued development of the centre and the products it provides
Manages own health and wellbeing appropriately

Experience and qualifications

	Essential	Desirable
Capable of communicating with others appropriately	✓	
Works effectively as part of a team	✓	
Hold a valid First Aid qualification		✓
Experience of working with people of all ages		✓
Understanding of the what is required to work outdoor environment		✓

Additional Information

- **Lee Valley Regional Park Authority reserves the right to amend the job description after consultation with the staff member**

- **Due to the nature of the role all Activity Staff are required to obtain enhanced checks from the Disclosure and Baring Service (DBS) or a Protection of Vulnerable Groups check (PVG) which Lee Valley Regional Park Authority will pay for and organise using the Due Diligence Checking (DDC) service.**