

Job description: Activity Instructor

Job title	Activity Instructor	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)	£21,578	Reports to	Paddle sport/Rafting Manager
Salary range (max)	£23,633	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 instructor you will be responsible for the delivery of a variety of land and water based activities depending on your ability and qualifications

Key requirements and duties:

Activity provision

- To provide and supervise activity sessions that are safe and in line with the centres Normal Operating Procedures(NOPs) and Training Criteria
- Liaise with all participants throughout the activity to ensure their expectations are being fulfilled and problems are resolved efficiently
- Provide the customers with the basic skills and encouragement so they can fully participate in the activity session
- Engage with all visitors to the centre and ensure all participating customers are given an enjoyable activity experience
- To work with other activity staff to ensure all activities have the appropriate resources
- To assist with Staff training and development if required
- To be responsible for all equipment. In the event equipment is found to be damaged or broken appropriate action is taken, the information is logged and the relevant people are informed.

Personal

- 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 performance while working and in your personal development
- 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	Desirable
Friendly and approachable	✓	
Work as part of a team to deliver results	✓	
Maintain an adequate level of fitness to perform in the role	✓	
Ability to deliver a good level of customer service	✓	
Confident working in or around water		✓
Effectively communicate with Staff and Visitors to the centre	✓	

Role competencies

Responsible for the provision of an excellent customer experience
Actively identifies 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 areas of responsibility
Represents the company positively in line with the company values
Is committed to the company vision and demonstrates the Five Keys of quality basics
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
Hold and IRF class 3/BC level 1 or Higher		✓
Hold a British Canoeing UKCC level 1 or higher		✓
Hold a valid First Aid qualification		✓
Experience of working with people of all ages		✓
Experience working in an 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.**