



Job Description

Role Title	Instructor Development Programme
Responsible to	Senior Activity Instructor

Role purpose

As a member of the Instructor Development Programme your role will involve participating in a wide range of tasks and centre based roles. These include assisting to run water and shore based activity programmes, centre front of house duties (reception), acting as duty officer, keeping the centre clean and tidy and assisting in the maintenance of the centres equipment.

Main duties

- As part of your personal development programme you will assist to run water and land based courses both on and offsite in accordance with the programme requirements and Operational Handbook.
- To act as evening duty officer as required
- To act as Night Duty Officer as required
- To assist and support the centres maintenance programme working under the supervision of the Duty Activity Manager and undertaking the designated weekly, monthly and yearly critical checks
- To assist the Equipment Officers when on Centre Work with minor repairs to the instructional department's equipment.
- To assist the Centres Maintenance Officer with minor repairs, grounds work and other duties.
- To assist the administrative team by providing cover on reception as and when required.

- To respond to any emergency situations and record all incidents and accidents as required with the support of the centres management team.
- Assist the Chief Instructor and the Duty Activity Manager to ensure that waterfront and land based activity operations comply with the centres operation handbook/guidelines and statutory requirements and relevant codes of practice.
- In accordance with the provisions of the Health and Safety at Work Act 1974, to take reasonable care for the health and safety of yourself and others who may be affected by your acts or omissions at work. To co-operate with Sports Wales in compliance with its duties under any health and safety provisions, e.g. undertake risk assessments, COSHH/HACCP assessments, etc.
- To wear the appropriate uniform and comply with any customer service initiatives and dealing with customer comments and related procedures.
- To provide assistance to other Sport Wales' staff consistent with ensuring that the operational requirements of the Centre are met.
- To help maintain a tidy and hygienic environment in all areas of the Centre (internal and external).
- The nature of the post is such that the post holder is required to work irregular and unsocial hours including evenings, nights, weekends and bank, public and other nominated holidays. Work patterns will require reasonable flexibility in accordance with the needs of the Centre.
- Fulfil responsibilities which contribute to delivering an exemplary service for Sport Wales in respect of our statutory duties, including Well-being of Future Generations (Wales), Equality, Information Security, Risk Management, Safeguarding, Financial Regulation and Health, Safety & Environment.
- Work flexibly, performing any other duties as required, where relevant to the post and appropriate to the grade.

Sport Wales' Values

Our approach to enabling sport in Wales to thrive is evolving. We are committed to continually challenging ourselves to:

Learn Together

Constantly exploring, testing and reviewing

Deliver Together

Sharing outcomes, nurturing open and honest relationships, providing robust feedback, constantly improving performance

Celebrate Together

Recognizing our shared successes through effective partners

By:

Acting with Integrity

Understanding and Respecting each other's culture and values. Promoting equality and diversity

Adding Value

Ensuring the optimum mix of support, challenge, investment, skills and expertise to achieve our shared outcomes.

Encouraging Innovation

Welcoming new ideas and approaches and supporting ambition and fresh thinking. Not being afraid to feel uncomfortable.

Person specification

	Essential Requirements	Desirable Requirements
Qualifications:	NGB Instructor/Coach in at least one activity delivered by the centre First aid qualification (min 8 hr)	NGB Instructor/Coach qualifications in other disciplines. NGB skills qualifications in outdoor sports
Experience	Evidence of interest and participation in outdoor activities	Experience of delivering training (sport or otherwise) to variety of students Customer service – dealing with people, providing information, assistance and support.
Skills, Aptitudes & Abilities:	Ability to communicate clearly and effectively Good customer care skills Able to work as part of a team Positive, approach to continuing professional development; able and motivated to identify and develop opportunities for self-growth Flexible approach to working hours	Able to communicate in Welsh