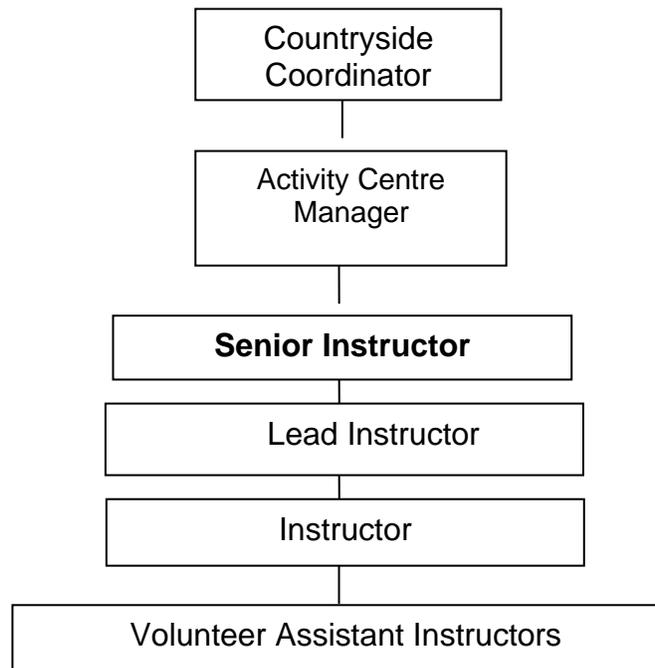


 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
Job Title	Senior Instructor		
Service	Environment	Team	Multi Activity Centre Team
Location	Dinton Pastures		
Reports to	Activity Centre Manager		
Grade:	Type of position:		Hours per Week:
Grade 5R / Spinal Points NL14-NL19 / £23,080- £25,481	FTC		37 hours (including antisocial hours and weekend working)
<p>This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.</p>			
<u>Service Purpose</u>			
<p>To effectively manage the councils Country Parks, Nature Reserves, PROW, Multi Activity Centre and to offer biodiversity advice.</p>			
<u>General Description of the job</u>			
<ul style="list-style-type: none"> To lead groups of clients and individuals as required by the Activity Centre Manager and to make sure these activities meet the standards required in the centres operating procedures. To deputise for the Activity Centre Manager when required 			

Organisation Chart



<u>Main Accountabilities of the post</u>	
1	Delivery of direct activity based services to Dinton Activity Centre Clients
2	General support such as administration, staff roistering, staff development, assisting with the implementation of NGB regulations, equipment maintenance, logging and repairs.
3	Developing the coaching skills of Instructors and Lead Instructors
4	Take over the day to day running of the centre when the Centre Manager is not available
5	To resolve issues arising regarding day to day operational issues with other issues escalated to the Centre Manager. Provision of brief and debrief to all Lead Instructors and Instructors.
6	Responsible for staff programming, training and development.
7	To deliver sessions to clients and supervise Instructors and qualified Instructors
8	The post holder will be required to develop skills needed for the running of Dinton Activity Centre.
9	Work on development projects
10	Supervise activity sessions, boat hire, set up and pack down of equipment.
11	Respond to customer queries, administer course bookings and membership database
12	Comply with and update (as required) the Centre Operation Procedures and Health and Safety Policies
13	Manage maintenance of centre equipment
14	Run in house training when required and give support and guidance to instructors and lead instructors.
15	Support the delivery of all centre activities
16	Liaise with the Countryside Service team.
<u>Additional Corporate Responsibilities</u>	
1	Professional Development: To ensure the continuous professional development of self, direct reports and all those in the service, through effective performance improvement, coaching, career planning and continuous professional development
2	Collaborative Working: To drive cross-Council working for all staff, ensuring effective communication and collaboration across the organisation, to meet needs, opportunities and address challenges as they arise
3	Customer Focused: To lead a customer-facing, proactive and responsive organisation, delivering to our residents and those who represent them. This requires leaders and managers to be flexible, adaptable and creative in order to meet the needs of our residents, and to lead active engagement with customers and communities

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

4	Leading Change and Improvement: To lead change and improvement across the organisation, including developing adaptable managers and staff, and working within an adaptable and flexible structural and management environment
5	Celebrating and Promoting: To ensure that positive messages about the achievements of service, and the Council are promoted and shared, internally and externally
6	High Support, High Challenge: To ensure that, within the service and across the Council, staff are, and feel, empowered and to bring forward their good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success
7	Member Engagement: To ensure effective involvement and engagement of the appropriate Lead Member and others as appropriate, to drive effective officer-member working for the benefit of residents
8	Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
9	Equal Opportunities: To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
10	<p>Special Factors: To work flexibly, including evenings and other out-of-hours requirements; willingness to travel; requirement to undertake such duties as are reasonably expected by the Line Manager</p> <ul style="list-style-type: none"> • Unsociable hours • Cash handling • Equipment checks • Outdoor working in all weathers • First Aider • The post holder is expected to be up to date on a number of vaccinations and carry a Leptospirosis card • Ability to work regular weekends

Scope

Staff	Number of employees within overall span of control	Up to 20 staff, including Lead Instructors and Instructors and volunteer assistant instructors, on any given day.
Financial	Budget directly controlled (excluding salary costs)	None
Resources	Facilities, equipment or systems within overall span of control	<ul style="list-style-type: none"> • Cash handling on a day-to-day basis through the till. Daily cashing up of till at end of day and approving re-funds and voids: • Management of Activity

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

		Centre equipment (e.g. sailing boats, kayaks, power boats, climbing wall), its safe use and maintenance
DBS Check required	Yes	

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

Values Profile

One Team

- Demonstrates individual accountability and collective responsibility
- Always acts in the best interests of the Council and the communities the Council serves
- Takes a Council-wide and community view in decision making and activity
- Demonstrates leadership/management within own service but in equal measure across the organisation
- Ensures that own service / team delivers the necessary support to achieve collective Council-wide priorities
- Actively leads and engages with debate, discussion and decision making, demonstrating 'high challenge, high support' behaviour
- Demonstrates support and challenge to members, colleagues and partners

Value & Pride

- Shows pride to work for the Council, to improve outcomes for the Borough and its residents
- Upholds the principles of continuous improvement, questions existing practice and looks for ways to improve service delivery
- Is focussed on outcomes rather than inputs
- Upholds our commissioning principles that make the quality, outcomes and costs of service more important than who provides it
- Encourages others, and is encouraged, to take the initiative and innovate
- Understands we are a learning organisation, so that we all learn from mistakes as we seek to innovate to deliver better outcomes, but we aspire to never making the same mistake
- Embraces training and professional development as means of improving skills and knowledge and developing self
- Recruiting staff based on their skills, potential, ability to adapt to change and to show leadership, and their interest and energy at work.
- Investing in our staff and demonstrating the engendering pride in them

Trust & Respect

- Can describe, the single, shared Vision for the organisation and how what we individually do contributes to realising that Vision
- Acts at all times with honesty and with integrity and works collaboratively
- Recognises and celebrates the impact of diversity on the organisation, its customers and its workforce
- Upholds the Council's Code of Conduct
- Shows respect for the sound professional advice of colleagues who have expertise, knowledge and experience: we maximise the value and impact of the expertise we share
- Develops and encourages effective and open communication with staff, Councillors, the community and our customers, where respectful challenge is encouraged and helps us to learn and to improve
- Demonstrates respect and courtesy towards customers, colleagues, Councillors, and members of the community with any response and decisions centred on the issues at hand and not on individuals at a personal level
- Ensures decisions are clear, based on evidence, and Fair Process
- Recognises the valuable part that everyone in the organisation has to play in delivering the excellence to which we aspire.

Customer Service Excellence

- Demonstrates at all times clear focus on improving services and outcomes for customers and communities
- Expects high levels of customer satisfaction
- Involves and engages customers and communities in developing, shaping and feeding back on services: engagement is early and often
- Expects services to be responsive to customer and community need, and focuses our targeted services on those in greatest need
- Takes ownership of community issues and seeks to solve them
- Anticipates changing & likely future need, organises and prepares to meet it
- Acts as an advocate for customers, communities and users of services when needed

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

- Drives and shapes services to ensure ease of customer access to advice, support and service

Leadership & Management

Leadership and Management

- Demonstrates strong leadership & management within service area & across the organisation
- Ensures the Vision, Priorities & Principles are well-understood & driving activity
- Provides clear and unambiguous direction
- Role models and demonstrates the behaviours they expect of others
- Ensures active and rigorous performance management takes place across the service / team
- Leads with enthusiasm, passion and conviction
- Communicates clearly, articulately and compellingly
- Inspires loyalty, innovation and creativity
- Actively assesses, manages and reports risks
- Attends to the development and training needs of the service / team, ensuring professional growth and development and new opportunities for staff
- Uses own knowledge, experience and expertise to contribute to the training and development of the wider organisation
- Promotes & builds the Council's reputation as a first class employer & service provider

Operational People Management

- Conducts regular performance coaching conversations (1:1's) with direct reports, using the Dials, every 6 weeks
- Effectively conducts annual reviews and facilitates the creation of personal development plans
- Ensures team managers are doing the same; asking for evidence that they are doing so; a 'grandparent' review
- Ensures individuals in the team are effectively inducted into the organisation
- Ensures new managers understand what is expected of them so that they feel they have been inducted appropriately
- Encourages & empowers the team/individual to take ownership for solving day to day issues
- Operates an open door policy
- Proactively seeks feedback on own performance and how impacts on others

Finance & Value for Money

Budgets

- Is clear about our responsibilities and accountabilities for the budgets we hold
- Knows what we have to spend and continually updates forecast for the committed spend
- Understands the financial impact of the commitments we undertake
- Maintains the budget within the sum allocated and advises as appropriate any variation or risk to the budgets

Value for Money

- Understands that Value for Money is delivering activities and programmes that are of most value to those the Council is ultimately accountable to
- Understands before investing time, resources and energy into an activity to weigh up the costs, benefits and strategic importance of different options to ensure the best use of our resources to deliver expected outcomes
- Understands that by making informed decisions about how best to use our limited resources we will ultimately deliver results that are in line with our Vision and Priorities
- Able to communicate clearly & confidently regarding results in relation to costs & the justification for a chosen option

Political Engagement

- Drives open and active communication with Members, as appropriate to role
- Values and supports the work of elected members, and makes self available to meet, discuss, problem-solve with members
- Maintains a relationship of trust and respect with members

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

- Engages proactively in communicating with members on key issues
- Supports and enhances the skill and knowledge of elected members in the stewardship of their portfolios

Personal & Professional Development

- Takes responsibility for own development and learning
- Understands the whole Council and how services work and are delivered to meet priorities
- Explores service delivery outside of the Borough to challenge and develop thinking and planning
- Accepts and uses coaching and mentoring when helpful
- Demonstrates awareness of own behaviours and their impact on others
- Offers own skills and expertise, beyond service specialism, to enhance the work of the wider organisation

Person Specification

Qualifications	Essential	Desirable
	<p>It is expected that you hold a range of the following qualifications:</p> <ul style="list-style-type: none"> • First Aid • RYA Powerboat Level 2 • Power Boat Instructor (With Safety Boat Endorsement) • BCU Level 2 Coach • RYA Dinghy Instructor • Climbing Wall Award (Assessed) • Single Pitch Award (Assessed) <p>Must hold one or more of the following qualifications:</p> <ul style="list-style-type: none"> • RYA Dinghy Senior Instructor • Mountaineering Instructor Award (assessed) • BCU UKCC Level 3 • RYA Safety Boat 	<ul style="list-style-type: none"> • Advanced instructor / race instructor endorsements <p>Experience in supervising and leading sessions on:</p> <ul style="list-style-type: none"> • Bush craft and survival skills • Environmental Education (pond dipping, bug hunting, river studies, flora and fora studies – teaching to primary school level clients)
Skills & Abilities	Essential	Desirable
	<ul style="list-style-type: none"> • Good communication, • Good teamwork 	

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

	<ul style="list-style-type: none"> • Adaptable (juggling and flexibility) • Ability to work with all groups and individuals • Supervisory and Leadership Skills • Ability to work with all groups and individuals • Calm and tolerant • Computer and Administration Skills • Customer Care and Front of House skills. • Product Sales skills • It is the responsibility of each senior instructor to deliver and ensure that other instructors are delivering informative, organised, well-structured and fun sessions, both outside and in the classroom. • Senior Instructors will be required to provide clear briefings and constructive and informative end of session debriefs as per the industry standard. It is the responsibility of the Senior instructor to comply with the Centre Operation Procedures, and strict Health and Safety Policies. Senior Instructors will be the point of contact for delivering pre and post session staff briefing sessions as well as delivering pre-course safety and housekeeping briefings to clients. • Senior Instructors are expected to work with a high degree of autonomy under the supervision of the Centre Manager. • Senior instructors will need to supervise and help develop Lead Instructors, Instructors and Volunteer Assistant Instructors. • It will be expected that the post 	
--	---	--

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

	<p>holder provides a safe, fun and an enjoyable experience for all of our clients, maximising their learning outcomes by complying with teaching methods as laid out by the centre operation manual and that of the governing bodies, such as the RYA, BCU, BMA.</p> <ul style="list-style-type: none"> • Senior Instructors must have up to date and current appropriate qualifications for the period of the contract • Customer care is the priority for this role and as such additional duties may be applied to ensure our clients' needs are met 	
Knowledge	Essential	Desirable
	<ul style="list-style-type: none"> • Knowledge of coaching programme of the National Governing body • Working knowledge of Centre management • Knowledge of safe working practices (young people/risk assessment) 	
Experience	Essential	Desirable
	<ul style="list-style-type: none"> • Have held a formal related qualification for 2 years as minimum • Have proven substantial experience in the industry or similar position • This post is likely to appeal to fully qualified, multi-disciplined coaches, with experience. 	<ul style="list-style-type: none"> • Hold a degree level qualification in outdoor sports, centre management, leisure and recreation, sports development, teaching, environmental

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

		education

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.