

# Walton Firs Foundation and Activity Centre

## Applicant Information Pack: Outdoor Activities Instructor



Closing date for applications: Friday, 25<sup>th</sup> November 2022



# Walton Firs Foundation and Activity Centre



*Where young people learn, develop and enjoy in the natural environment*

## Application Information Pack

Walton Firs Activity Centre is an award-winning and popular provider of outdoor education services for young people. Based in central Surrey, we work with a wide range of children's, youth and education service providers, to offer young people opportunities to learn in the outdoor environment. With our consistently high levels of customer satisfaction ratings over the past year, we're going places and are looking for people who share our passion for outdoor and environmental education. If you want to be a part of our journey towards excellence, then we want to hear from you!

Due to continuing growth in demand for our services, we are seeking to recruit to the following outdoor activities instructor posts from February 2023:

- **3 x Outdoor Activities Instructors**  
Permanently contracted on a full-time basis (40 hours per week including regular evenings and weekends, and periodic bank holidays and overnight duties)
- **1 x Outdoor Activities Instructor**  
Seasonally contracted on a full-time basis, between 1<sup>st</sup> February and 30<sup>th</sup> September 2023 (40 hours per week including regular evenings and weekends, and periodic bank holidays and overnight duties)

### The Organisation:

Walton Firs Activity Centre is an independent outdoor education provider that delivers outdoor education services and residential programmes for young people aged between 5 and 18. Established in 2008, the activity centre recently received *The Queen's Award for Voluntary Service* in recognition of our longstanding commitment to young and community volunteers.

In 2020/21, we engaged 22,500 young people, delivered 35,000 activity places, and worked with 450 service providers from across Surrey, London, and the home counties. We were supported by more than 60 volunteers to support the delivery and maintenance of our services, including 6 volunteer service crews.

Alongside our reputation for high quality services, our proximity to the A3 and M25 enables us to work with an extensive range of service commissioners from across the south-east of England, with the vast majority returning to us year after year. Using our 36-acre woodland site in Cobham, we offer twenty-five land-based outdoor activities, and residential camping and accommodation facilities for uniformed and informal youth service providers, and primary, secondary and SEND education providers. The activity centre is owned and managed by the Walton Firs Foundation, a charity with a mission to enable young people's personal development through participation in outdoor education.

If you join our close-knit and supportive team, you'll be working with us to turn the following ambition statements into reality:

### **1. Our Purpose:**

We deliver outdoor education services and volunteering activities for young people that support their physical, emotional and social development, and enhance their appreciation of the natural environment.

### **2. Our Vision:**

Delivering high-quality and accessible outdoor education programmes, residential facilities and volunteering opportunities, that enable young people to learn, develop and enjoy in the natural environment.

### **3. Our Mission:**

By 2030, we will be a first-choice provider of outdoor education programmes for youth service and education providers in Surrey, London, and the home counties, because of our:

- Wide-ranging programme of accredited outdoor, environmental, and personal development activities
- Effectively managed residential accommodation, education and training facilities, and natural environment
- Supportive group-based and individual volunteering programmes
- Qualified, accredited, and vetted team of outdoor education instructors and support staff
- Effective, efficient, and responsive customer care
- Affordable prices and high value services

### **4. Our Target Groups:**

We work with children and young people up to the age of 18, including those who have not had the opportunity to learn in the natural environment due to their backgrounds or personal circumstances.

We deliver our education services in partnership with:

- Uniformed youth organisations and cadet forces
- Early year, primary, secondary and SEND education providers
- Voluntary, statutory, commercial, faith and community-based children and youth service providers
- Children social care services

### **5. Our Organisational Values:**

Our activities are informed by the following professional values:

- Effectiveness – we aim to continually improve and develop our services, to have maximum impact on our customers and minimal impact on our environment
- Efficiency – we aim to utilise our resources and facilities in the most efficient way
- Excellence – we aim to deliver the highest standards of activities, facilities and service to our customers
- Safety – we aim to ensure our customers' safety and security whilst in our care
- Satisfaction – we aim to ensure our customers' satisfaction with our services and facilities
- Value – we aim to deliver best value to our customers

### **6. Our Principles of Practice:**

Our services are founded on the following principles of practice:

- Educational – we enable young people to learn and develop through their participation in outdoor learning activities
- Empowering – we support young people to enhance their competencies and confidence through their participation in outdoor learning activities
- Engaging – we encourage young people to actively participate in the management and development of the activity centre and its services
- Environmental – we encourage young people to develop an awareness of the importance and stewardship of the natural environment
- Equitable – we enable young people from all backgrounds and abilities to have full and equal access to our services

### The Job:

Walton Firs Activity Centre is staffed by a committed and growing team of staff. We've recently restructured our staff into three operational teams including a new Programmes Team, which consists of six full-time and ten part-time outdoor activities instructors. The team members are supervised and directed by our Deputy Activity Centre Manager / Programmes Manager. We've chosen to employ most of our full-time Programmes Team posts on a permanent basis, as we want to recruit, train and retain the best quality employees for the long-term. For the chosen appointees, we will make significant investments in your professional development and give you opportunities to build your experience and achieve additional qualifications.

The Programmes Team is responsible to ensure the effective design, preparation, maintenance, delivery and development of the activity centre's specialist outdoor education facilities and equipment, and its public-facing programme offer. The team aims to deliver a 100% safety record and customer satisfaction rates in relation to our outdoor education programme offer.

The outdoor activities instructors deliver three sets of accountabilities within the delivery of the activity centre's services and programmes. The first accountability relates to the delivery of the activity centre's outdoor education programmes. The second accountability relates to the delivery of a range of planned and reactive maintenance of the activity centre site's activity facilities and wider buildings and site. The third accountability relates to the support of the activity centre's volunteer programmes, which include internal service crews, educational, youth work and corporate volunteer groups, and individual work experience placements for vulnerable young people.

### The Appointees:

We're looking to appoint four committed, experienced and skilled outdoor activities instructors, who have a proven track-record for the delivery of high-quality outdoor education services for young people. You will be an enthusiastic, flexible, and 'young people-friendly' individual who enjoys working in an outdoor setting, and who has a proven ability to deliver group-based informal learning processes. You'll be an effective team-player, who can work cooperatively with colleagues and stakeholders at all levels of the organisation. You'll have a relevant range of outdoor education qualifications and accreditations, and will be happy to undertake further training in your specialist field. You'll have a proven track record for delivering the highest standards of customer service and support. You'll have an absolute commitment to the management of safety, and be able to undertake scheduled equipment checks and deliver reactive maintenance activities. You'll hold, or be willing to undertake, a current and satisfactory Enhanced DBS Certificate. Finally, you'll be willing and able to work flexible hours in response to service delivery demands, including weekday evenings, weekends and periodic bank holidays and overnight duty officer accountabilities.

### How to Apply

If you'd like to have a chat about this post, please contact Stuart Whythe, Deputy Activity Centre Manager / Programmes Manager. Stuart can be contacted on 01932 863 243 during office hours.

If you'd like to apply for this post, please send us an electronic copy of your current CV, and a covering letter that sets out how your professional experiences, qualifications, and competencies make you a suitable candidate for your chosen post. Your covering letter should be no longer than two sides of A4. Please send your CV and application documents to [stuart.whythe@waltonfirs.co.uk](mailto:stuart.whythe@waltonfirs.co.uk) by 11:55pm on Friday 25<sup>th</sup> November 2022. All applicants will be advised if they have or have not been shortlisted for interview, which will take place during the week beginning Monday 5<sup>th</sup> December 2022 at Walton Firs Activity Centre. Application feedback will be provided on request.

For more information about us, please go to [www.waltonfirs.co.uk](http://www.waltonfirs.co.uk). Thank you for your interest in Walton Firs Activity Centre!

**Chris Scott**

Chris Scott  
Chief Executive Officer and Activity Centre Manager  
Walton Firs Foundation and Activity Centre

## Job Profile: Outdoor Activities Instructor

### **A. Summary of Terms and Conditions of Employment:**

|                        |   |
|------------------------|---|
| Job Title:             | Outdoor Activities Instructor   |
| Job Purpose:           | To deliver and maintain a range of outdoor education programmes at Walton Firs Activity Centre, that enable young people's learning, personal development and appreciation of the natural environment.                    |
| Location:              | Walton Firs Activity Centre, Convent Lane, Cobham, Surrey KT11 1HB  |
| Post Numbers:          | WFAC14 / WFAC15 / WFAC16 / WFAC17   |
| Contractual Status:    | WFAC14: Full-time Permanent Contract<br>WFAC15: Part-time Permanent Contract<br>WFAC16: Part-time Permanent Contract<br>WFAC17: Full-time Temporary Contract (1 <sup>st</sup> February – 30 <sup>th</sup> September 2022) |
| Annual Salary:         | Up to £23,546 (up to £11.32 per hour), dependant on professional qualifications and experience  |
| Hours of Employment:   | 40 hours per week   |
| Working Times:         | Five days out of seven days per week on a flexible basis, including regular weekday evenings, weekend daytimes and public holidays, and periodic overnight periods  |
| Overtime Arrangements: | Overtime hours worked can be reclaimed as time off in lieu where pre-agreed with management   |
| Holiday Entitlement:   | 28 days (inclusive of 8 public holidays per year)   |
| DBS Check Requirement: | Enhanced DBS Clearance  |
| Contributory Pension:  | The People's Pension (3% employer contribution)   |
| Probationary Period:   | Three months  |
| Notice Period:         | Three months between March and September, or one month between October and February   |
| Team Location:         | Activity Centre Programmes Team   |
| Supervising Manager:   | Deputy Activity Centre Manager / Programmes Manager   |
| Direct Reports:        | None  |
| Indirect Reports:      | None  |

## Job Profile: Outdoor Activities Instructor

### **B. Job Description**

#### **Job Purpose:**

**To deliver and maintain a range of outdoor education programmes at Walton Firs Activity Centre, that enable children and young people's learning, personal development and appreciation of the natural environment.**

Key accountabilities include:

#### **1. Service User Engagement:**

- 1.1 To receive, induct and provide ongoing support to groups of children and young people, ensuring their understanding of the activity centre's operational arrangements and safety procedures, and enabling their positive engagement in the services delivered.

#### **2. Outdoor Activities Instruction:**

- 2.1 To deliver a range of outdoor education activities and programmes to groups of children and young people, ensuring their safety and wellbeing whilst participating in the activities.
- 2.2 To deliver a range of outdoor education activities and programmes to groups of children and young people, ensuring their informal learning and personal development through participating in the activities.
- 2.3 To develop new areas of activity centre outdoor education programming, as agreed with management.

#### **3. Outdoor Activity Facilities Maintenance:**

- 3.1 To contribute to the planned inspections, maintenance and cleaning of outdoor education facilities and venues, ensuring compliance to all required health and safety standards, governing body-related and activity centre policy requirements.
- 3.2 To contribute to the reactive maintenance, repairs and cleaning of outdoor education facilities and venues, ensuring compliance to all required health and safety standards, governing body-related and activity centre policy requirements.

#### **4. Outdoor Activity Equipment Maintenance:**

- 4.1 To contribute to the planned inspections, maintenance, and cleaning of outdoor education equipment and materials, ensuring compliance to all required health and safety standards, governing body-related and activity centre policy requirements.
- 4.2 To contribute to the reactive maintenance and repairs of outdoor education equipment and materials, ensuring compliance to all required health and safety standards, governing body-related and activity centre policy requirements.

#### **5. Outdoor Activity Premises Maintenance:**

- 5.1 To contribute to the planned inspections and maintenance of on-site premises and ancillary facilities, ensuring compliance to all required health and safety standards and activity centre policy requirements.
- 5.2 To contribute to the reactive maintenance and repairs of site premises and ancillary facilities, ensuring compliance to all required health and safety standards and activity centre policy requirements.

#### **6. Volunteer Engagement:**

- 6.1 To contribute to the delivery of activity centre volunteering programmes, and the support of volunteer groups and individual volunteers.

#### **7. Any Other Duties:**

- 7.1 To undertake periodic overnight duty officer responsibilities, in conjunction with other members of the activity centre staff team.
- 7.2 To attend activity centre staff meetings, supervisory meetings and workforce development activities, as required to maintain and develop effective public-facing services.
- 7.3 To deliver effective standards of customer service and care to activity centre users, visitors and volunteers.

- 7.4 To support the development and maintenance of a ‘safety culture’ within the activity centre, and ensure the effective management of health and safety-related practices, policies and procedures, as a member of the activity centre staff team.
- 7.5 To support the development and maintenance of an ‘accountability culture’ within the activity centre, and ensure the effective management of the activity centre site, premises, facilities, equipment and resources, as a member of the activity centre staff team.
- 7.6 To undertake any other duties or accountabilities commensurate with the grade of the post, as required to maintain effective public-facing services.

## Job Profile: Outdoor Activities Instructor

### **C. Person Specification**

The person specification will be used in the recruitment for the Walton Firs Activity Centre’s *Outdoor Activities Instructor* post. It will form the basis of the application form, and candidates will be assessed against the criteria stated within the person specification at interview.

| <b>Walton Firs Foundation and Activity Centre</b>  |                            |                            |
|--|----------------------------|----------------------------|
| <b>Person Specification: Outdoor Activities Instructor</b>   |                            |                            |
| <b>1. Professional Qualifications and Accreditations:</b>  | <b>Essential Criteria</b>  | <b>Desirable Criteria</b>  |
| 1.1 Educated to GCSE standards in English and Mathematics  | X                          |                            |
| 1.2 ERCA (European Ropes Course Association) qualification   |                            | X                          |
| 1.3 Relevant national governing body qualifications, including Archery GB Instructor, Climbing Wall Instructor, Rock Climbing Instructor, National Small-bore Rifle Association Instructor, Personal Protection Equipment Competency, or equivalents |                            | X                          |
| 1.4 Health and Safety Qualification  |                            | X                          |
| 1.5 First Aid Qualification  |                            | X                          |
| <b>2. Statutory or Role-specific Requirements:</b>   | <b>Essential Criteria:</b> | <b>Desirable Criteria:</b> |
| 2.1 Eligible to be employed in the United Kingdom  | X                          |                            |
| 2.2 Willing and able to work flexibly to meet the service delivery requirements  | X                          |                            |
| 2.3 Full UK driving licence, and access to a vehicle with business insurance cover for periodic work-related journeys  |                            | X                          |
| 2.4 Enhanced DBS (Disclosure and Barring Service) Certificate  | X                          |                            |
| 2.5 Willing and able to work regular weekday evenings, weekends and periodic bank holidays and overnight duties  | X                          |                            |
| 2.6 Physically fit to carry out the accountabilities of the post, including high-level and underground outdoor activities, and maintenance, repairs and improvements works to activity facilities, equipment and materials                           | X                          |                            |
| <b>3. Experience:</b>  | <b>Essential Criteria:</b> | <b>Desirable Criteria:</b> |
| 3.1 Minimum of one year’s experience as an outdoor activity instructor, working within an activity centre setting with children and young people   | X                          |                            |
| 3.2 Experience of leading and supervising teams and individual members of staff  |                            | X                          |
| <b>4. Knowledge, Abilities and Skills:</b>   | <b>Essential Criteria:</b> | <b>Desirable Criteria:</b> |
| 4.1 Skilled to design, deliver and evaluate effective outdoor activity programmes for young people   | X                          |                            |
| 4.2 Skilled to maintain, prepare, monitor, record and report activity equipment compliance to required safety standards  | X                          |                            |

|   |                            |                            |
|---|----------------------------|----------------------------|
| 4.3 Skilled to carry out site, facilities, and premises preparation and maintenance activities  | X                          |                            |
| 4.4 Skilled to manage dynamic risk assessment and controls for activities, and to manage health and safety-related incidents and exceptions | X                          |                            |
| 4.5 Knowledge of the Health and Safety at Work Act 1974 regulations and requirements  |                            | X                          |
| 4.6 Knowledge of Child Safeguarding policy, procedures, and practices   |                            | X                          |
| 4.7 Skilled to use Microsoft packages including Word, Outlook, Excel, PowerPoint and the Cinolla information management system              |                            | X                          |
| <b>5: Personal Attributes:</b>  | <b>Essential Criteria:</b> | <b>Desirable Criteria:</b> |
| 5.1 Can-do attitude   | X                          |                            |
| 5.2 Team-player   | X                          |                            |
| 5.3 Customer-focused  | X                          |                            |
| 5.4 Young people-friendly   | X                          |                            |
| 5.5 Motivated to achieve targets and standards  | X                          |                            |
| 5.6 Effective leadership skills   | X                          |                            |
| 5.7 Effectively organised   | X                          |                            |
| 5.8 Responsive to operational needs   | X                          |                            |
| 5.9 Inclusive approach to excluded and vulnerable groups  | X                          |                            |
| 5.10 Reliable and conscientious   | X                          |                            |