

# Walton Firs Foundation and Activity Centre

## Applicant Information Pack: Outdoor Activities Instructors



**Closing Date for Applications: 5.00pm on Friday, 11<sup>th</sup> February 2022**

**Walton Firs Activity Centre**

Convent Lane, Cobham, Surrey KT11 1HB

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# Walton Firs Foundation and Activity Centre



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

Walton Firs Activity Centre is a renowned and popular provider of outdoor education services for young people. Based in central Surrey, we work with a wide range of youth service and education providers to offer youngsters a taste of adventure! With our consistently high levels of customer satisfaction ratings over the past year, we're on a mission to become a first-choice service provider, and are looking for people who share our passion for learning in the natural environment. If you want to be a part of our journey towards excellence, then we want to hear from you!

We're delivering an exciting plan to grow and develop our services in 2022, and are seeking to recruit to the following posts within our Programmes Delivery Team:

**1. WFACo8 - Outdoor Activities Instructor (one full-time, permanently-contract post)**

Working 40 hours per week, including regular weekday evenings and weekends, and periodic overnight duties. This post offers an annual salary of between £20,800 and £22,880, dependent on professional qualifications and experience, plus a non-contractual performance bonus of up to 5% of annual salary and a training bursary.

**2. WFACo9 - Outdoor Activities Instructor (one full-time, seasonally-contracted post)**

Working 40 hours per week between 1<sup>st</sup> March and 30<sup>th</sup> September 2022, including regular weekday evenings and weekends, and periodic overnight duties. This post offers a pro-rata annual salary of between £20,800 and £22,880, dependent on professional qualifications and experience, plus a non-contractual performance bonus of up to 2.5% of annual salary and a training bursary.

**3. WGAC10 - Outdoor Activities Instructor (part-time, permanently-contract post)**

Working 24 hours per week on a flexible basis, including regular weekday evenings and weekends, and periodic overnight duties. This post offers a pro-rata annual salary of between £20,800 and £22,880, dependent on professional qualifications and experience, plus a non-contractual performance bonus of up to 5% of annual salary and a training bursary.

Information About The Employer:

Walton Firs Foundation and Activity Centre is an independent charitable organisation that delivers outdoor education services and residential programmes for children and young people. Established in 2008, Walton Firs Activity Centre recently received *The Queen's Award for Voluntary Service* in recognition of our longstanding commitment to the delivery of youth and community volunteering opportunities. Alongside our reputation for high quality services, our close proximity to the A3 and M25 enables us to work with an extensive range of service commissioners from across London and the south-east of England, with the vast majority returning to us year after year. Using our 36-acre woodland site in Central Surrey, we offer twenty six land-based outdoor activities, and residential camping and accommodation facilities for uniformed and informal youth service providers, including Scouts and Guides, and primary, secondary and SEND education providers.

During 2019/20 - our last full year of pre-COVID opening - we delivered over 35,000 visitor days and 29,000 activity places, and engaged more than 18,000 children and young people in outdoor education activities, including 5,000 at risk of socio-economic disadvantage. We were supported by more than 70 volunteers to support the delivery

and maintenance of our services, including 6 volunteer service crews. In 2022/23, we intend to engage over 20,000 children and young people in our services.

If you join our close-knit and supportive team, you'll be working with us to deliver the following activity centre operational policy statements:

**1. Our Purpose:**

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

**2. Our Vision:**

*Enabling young people to learn, develop and enjoy in the natural environment, through the delivery of high-quality outdoor education programmes and residential training facilities.*

**3. Our Mission:**

*By 2030, we aim to become 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*
- *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 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 financial and educational value to our customers*

**5. 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*

**Information About The Post:**

Walton Firs Activity Centre is staffed by a committed and growing team of staff, restructured as three operational teams. Our Programmes Delivery Team is led by the Activity Centre Programmes Manager, who oversees a team of nine outdoor activities instructor posts. The team is responsible to ensure the effective design, planning, preparation, maintenance, delivery and development of the activity centre's specialist outdoor education facilities



and equipment, and public-facing programme offer. The team aims to deliver a 100% customer satisfaction rate in relation to our outdoor education programme offer.

The appointed Outdoor Activities Instructor postholders will join a team of permanently, seasonally, and casually-contracted outdoor activities instructor posts. We've chosen to employ the majority of our Programmes Delivery 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.

Our Outdoor Activities Instructor posts 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, through contributing to the design, safety, maintenance and development of the activity centre's public facing programme offer. The second accountability relates to the delivery of a range of planned and reactive maintenance of the activity centre site's buildings and facilities. The third accountability relates to the delivery 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.

#### Information About The Appointees:

We're looking for committed, knowledgeable and qualified outdoor activities instructors with 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 safety, service, and support to the customer. 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 be vetted to receive, a current and satisfactory Enhanced DBS Certificate. Last but not least, you'll be willing to work flexibly, and able to work regular weekday evenings, weekends and bank holidays, and deliver periodic overnight duties.

#### The Application Process:

If you'd like to have an informal discussion about this post, please contact Stuart Whythe, Activity Centre 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, and should be received by 5pm on Friday 11<sup>th</sup> February 2022. Please send your CV and application documents to [chris.scott@waltonfirs.co.uk](mailto:chris.scott@waltonfirs.co.uk), ensuring that you state which of the three posts you wish to be considered for. All applicants will be advised if they have or have not been shortlisted for interview during the first week of February 2022. Application feedback will be provided on request.

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

Yours faithfully,

Chris Scott

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

# Walton Firs Foundation and Activity Centre



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

## 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 children and 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:	WFACo8 / WFACo9 / WFAC10
Contractual Status:	WFACo8: Full-time Permanent Contract WFACo9: Full-time Temporary Contract (1 <sup>st</sup> March – 30 <sup>th</sup> September 2022) WFAC10: Part-time Permanent Contract
Annual Salary:	WFACo8: £20,800 - £22,880 (£10.00 - £11.00 per hour) WFACo9: £20,800 - £22,880 pro-rata (£10.00 - £11.00 per hour) WFAC10: £12,480 - £13,728 (£10.00 - £11.00 per hour)
Hours of Employment:	WFACo8: 40 hours per week WFACo9: 40 hours per week WFAC10: 24 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 Delivery Team
Operational Manager:	Activity Centre 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 Activity 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 whilst participating in the activities.
- 2.3 To develop new areas of activity centre programming, as agreed with management.

#### 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 manager 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 bank holidays, and periodic 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 COSHH (Control of Substances Hazardous to Health) regulations and requirements.		X
4.6 Knowledge of the Health and Safety at Work Act 1974 regulations and requirements.		X
4.7 Knowledge of Child Safeguarding policy, procedures, and practices.		X
4.8 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	