





*Supporting young people to learn, develop and enjoy in the natural environment.*

## Application Information Pack

**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 education and youth service providers to offer young people a taste of adventure! With our 100% customer satisfaction rating over the past year, we're going places and are looking for people who share our passion for outdoor learning. If you want to be a part of our journey towards excellence in outdoor education, then we want to hear from you!**

We're busy making plans to reopen our services, and are seeking to recruit to the following posts within our Programmes Delivery Team:

- **2 x Outdoor Activities Instructor posts**  
Permanently contracted on a full-time basis (40 hours per week including regular evenings, weekends, and overnight duties)

### A Bit About Us:

Walton Firs Activity Centre is an independent charitable organisation that delivers outdoor education programmes and residential services for young people aged between 5 and 18. Established in 2008, Walton Firs Activity Centre was awarded the 2020 *Queen's Award for Voluntary Service* in recognition of our longstanding commitment to young and community volunteers.

Alongside our reputation for high quality services, our close proximity to the A3 and M25 enables us to work with an extensive range of partners from across the south-east, with the vast majority returning to us year after year. Using our 35-acre woodland site in Cobham, we can provide more than thirty land-based outdoor activities and residential camping and accommodation facilities for Scouts, Guides, schools, and youth service providers.

During 2019/20 - our last 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.

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

***Our Purpose:*** *To deliver outdoor education services for young people, that enable their physical, emotional, and social development, and enhance their appreciation of the natural environment.*

***Our Vision:*** *Supporting young people to learn, develop, and enjoy in the natural environment, through the delivery of high-quality and accessible outdoor education experiences.*

***Our Mission:*** *To become a first-choice provider of outdoor education programmes for scouts, schools, and youth service providers in Surrey, London, and the home counties, because of our:*

- *Wide-ranging curriculum of accredited outdoor and personal development activities*

- *High quality and effectively managed residential accommodation, education and training facilities, and natural environment*
- *Qualified, accredited, and vetted team of technical instructors and support staff*
- *Effective, efficient, and responsive customer care*
- *Affordable prices and best value services*

#### A Bit About the Job:

Walton Firs Activity Centre is staffed by a committed and growing team of staff. We've recently restructured our officers into four operational teams, including our Programmes Delivery Team, which is led by our acting operations manager / programmes manager. The team includes three full-time and permanently-contracted outdoor activities instructor posts, supported by a number of 'zero-hours' outdoor activities instructor posts. Our full-time activity instructor posts are contracted on a permanent basis, and offer year-round employment. We've chosen to not employ our instructors on seasonal 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 new qualifications.

Our outdoor activities instructor posts have two primary roles within the delivery of the activity centre's services. The first relates to the direct delivery of outdoor education programmes to young people, and the maintenance of our technical activity equipment and facilities. The second relates to the delivery of evening, weekend, and overnight customer support and site management accountabilities. The appointed postholders will need to be willing to work on a flexible basis, in response to service demands. Regular work patterns will include weekday evenings, weekends, and periodic public holiday periods, especially between March and October. We'll need you to hold a current and clear Enhanced DBS Certificate.

#### A Bit About You:

We're looking for enthusiastic, flexible, and 'young people-friendly' individuals who love working in outdoor settings, and who've been doing it for at least a year. Ideally, you'll be a qualified outdoor activities instructor, able to lead high ropes, archery, climbing, abseiling, bouldering, rifle shooting, bushcraft, and caving activity programmes, and will have a proven track record for delivering the highest standards of safety, service, and support to the customer. As well as these professional experiences and qualifications, you'll be willing and able to work flexible hours, including weekday evenings, weekends, and bank holidays, including overnight duties.

#### How to Apply

If you'd like to have a chat about these posts, please contact Stuart Whyte, our acting operations manager / programmes manager. Stuart can be contacted on 01932 863 243 during office hours.

If you'd like to apply for these posts, 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 [chris.scott@waltonfirs.co.uk](mailto:chris.scott@waltonfirs.co.uk) by 11:55pm on Sunday 11<sup>th</sup> April 2021. All applicants will be advised if they have or have not been shortlisted for interview, which will take place during the week beginning 19<sup>th</sup> April 2021 at the 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 - if you choose to make an application, good luck!

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

## Job Profile: Outdoor Activities Instructor

Job Title:	<b>Outdoor Activities Instructor</b>
Job Purpose:	<b>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.</b>
Post Number:	WFACo7 / WFACo8
Location:	Walton Firs Activity Centre, Convent Lane, Cobham, Surrey KT11 1HB
Contractual Status:	Permanent
Annual Salary:	£17,500 - £24,500 (dependent upon experience, qualifications, and training)
Hours of Employment:	40 hours per week
Times of Employment:	Five days per week on a flexible basis, including Saturdays and Sundays and periodic overnight duties
Working Times:	Include weekday evenings, weekends, and public holidays
Overtime Arrangements:	Overtime hours worked can be reclaimed as time off in lieu, where pre-agreed with management
Holiday Entitlement:	20 days per year, plus public holidays
DBS Check Requirement:	Enhanced DBS Clearance
Contributory Pension:	The People's Pension (3% employer contribution)
Probationary Period:	Three months
Notice Period:	One month (after completion of probationary period)
Team:	Activity Centre Programmes Delivery Team
Line Manager:	Activity Centre Programmes Manager
Direct Reports:	None
Indirect Reports:	None

# Job Profile: Outdoor Activities Instructor

## A. Job Description

### 1. Service User Engagement:

- 1.1 To receive, induct, and provide ongoing support to service user groups, 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.

### 3. Outdoor Activity Facilities Maintenance:

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

### 4. Outdoor Activity Equipment Maintenance:

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

### 5. Outdoor Activity Premises Maintenance:

- 5.1 To contribute to the planned inspections and maintenance of site premises and ancillary facilities, ensuring compliance to all required health and safety standards.
- 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.

### 6. Any Other Duties:

- 6.1 To undertake out-of-hours and overnight duty manager responsibilities, as a member of the activity centre staff team.
- 6.2 To attend activity centre staff meetings, supervisory meetings, and workforce development activities, as required to maintain and develop effective public-facing services.
- 6.3 To deliver effective standards of customer service and care to activity centre users and visitors.
- 6.4 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.
- 6.5 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.
- 6.6 To undertake any other duties or accountabilities commensurate with the grade of the post, as required to maintain effective public-facing services.

## B. 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 aspects of the person specification at interview.

<b>1. Qualifications:</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, First Aid at Work, Personal Protection Equipment Competency, or equivalents.	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 periodic weekday evenings, weekends, and bank holidays, including 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 carry out outdoor activity equipment and facilities inspection, maintenance, and repair activities.	X	
4.3 Skilled to carry out basic site 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 COSSH (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 Skilled to use Microsoft packages including Word, Outlook, Excel, PowerPoint, and the Cinolla information management system		X
<b>6: Personal Attributes:</b>	<b>Essential Criteria:</b>	<b>Desirable Criteria:</b>
6.1 Can-do attitude	X	
6.2 Team-player	X	
6.3 Customer-focused	X	
6.4 Young people-friendly	X	
6.5 Motivated to achieve targets and standards	X	
6.6 Effective leadership skills	X	

6.7 Effectively organised	X	
6.8 Responsive to operational needs	X	
6.9 Inclusive approach to excluded and vulnerable groups	X	
6.10 Reliable and conscientious	X	