



Activity Instructor - Job description

Company Mission:

To provide fun, engaging, and memorable outdoor experiences in the Cairngorms National Park, delivering the highest standards of safety, enjoyment, and environmental care.

Company Values:

- Provide honest and clear communication with customers and team members.
- Show enthusiasm and professionalism in every interaction.
- Foster valuable and long-lasting relationships with customers, partners, and the local community.
- Maintain the highest safety and operational standards.

Purpose - Delivering Exceptional Outdoor Experiences

Instructor Role:

- Responsible for leading high-quality activity sessions that meet Cairngorms Activities' standards.
- Deliver a range of outdoor activities in which you are trained and qualified, such as canoeing, kayaking, archery, bushcraft, laser combat, and other adventure experiences.
- Ensure that all activities are conducted safely, efficiently, and in line with company session plans, operating procedures, and risk assessments.
- Support the senior team with training through ongoing observations, coaching, and quality control.
- Act as a point of contact for customers and the office team when necessary.
- Follow procedures for setup, pack-down, and maintenance of activity sites and equipment.
- Conduct routine safety checks, ensuring all equipment is fit for purpose.
- Provide leadership and guidance to volunteers, junior instructors, and work placement staff.
- Handle incidents professionally, including first aid situations and emotional support for participants.
- Ensure accurate and timely reporting of incidents and maintenance concerns.
- Take responsibility for continuous personal development through internal and external training.
- Be proactive in problem-solving and adapting to dynamic outdoor conditions.

Site & Equipment Maintenance:

- Ensure all activity sites are well-maintained, safe, and welcoming for customers and staff.
- Perform regular safety and equipment checks, logging issues and arranging necessary repairs.
- Maintain and clean all activity areas, ensuring they are always presentable.
- Follow established procedures for setting up and packing down activities efficiently.
- Ensure all equipment is stored correctly and maintained to extend its lifespan.
- Report and address any issues related to activity sites and equipment promptly.

Staff Accommodation Standards:

- Maintain high standards of cleanliness and upkeep in the shared staff accommodation provided by the company.
- Ensure all communal areas, bedrooms, kitchens, and bathrooms are kept tidy and in good working order.
- Report any maintenance issues to senior staff and assist in minor repairs when necessary.
- Promote a respectful and cooperative living environment among all residents.
- Follow waste disposal and recycling guidelines to maintain an eco-friendly household.

Delivery Excellence:

- Lead high-energy, engaging sessions that enhance customer experiences.
- Maintain a strong focus on customer service, ensuring every guest leaves with a positive impression.
- Adapt activities and coaching styles to suit different groups, abilities, and weather conditions.
- Capture memorable moments for customers using digital cameras or other media tools.
- Gather and document customer feedback to inform continuous improvement.
- Work collaboratively with the office team to provide accurate and up-to-date customer information.
- Assist in the smooth operation of events, residential stays, and corporate or youth programs.

Working Hours & Expectations:

- Your primary place of work will be at Cairngorms Activities, Scotland.
- The role requires flexibility due to seasonal variations and changing weather conditions.
- Expected to work a combination of weekdays, weekends, and holiday periods, depending on operational needs.
- Open communication with senior staff is essential to ensure a balanced workload and avoid unnecessary overtime.

Key Responsibilities:

- Ensure the safety of yourself, colleagues, and customers at all times.
- Maintain personal fitness, energy, and professionalism in all aspects of work.
- Promote environmentally responsible and sustainable outdoor practices.
- Follow all company policies, procedures, and legal requirements.
- Demonstrate initiative and take responsibility for assigned tasks.
- Act as an ambassador for Cairngorms Activities, upholding company values at all times.

Performance Indicators & Goals:

- Consistently deliver high-quality activity sessions that receive positive feedback.
- Contribute to repeat bookings and customer referrals.
- Maintain an excellent record of safety, professionalism, and teamwork.
- Achieve high standards in site and equipment maintenance.
- Support and develop junior staff through mentoring and training.
- Ensure that all customer experiences exceed expectations, leading to strong reviews and recommendations.