



## Lead Instructor Job Description

The Lead Instructor will ensure activity sites, equipment and staff are ready and able to deliver fantastic activities for our customers. You will ultimately be responsible for ensuring that sites, kit and the team are well presented, maintained and that this robust process is recorded

### Company Mission:

To provide fun and enlightening experiences from our base in the Cairngorms National Park and the surrounding areas.

### Company Values:

Provide honest information and appropriate environments

Show enthusiasm and an interest in customers and their experience

Create valuable and long lasting relationships with customers, providers and associates

### Purpose - Ensure People and Places are ready for Adventure

#### Lead Instructor Role

- Be an enthusiastic Ambassador of the instructor Job Description role
- Responsible person providing a leadership role for the activities team.
- Undertake observations of the instruction team so they understand and have the correct skills to deliver activities to the standard required. This will be recorded.
- Assist the Head of Centre in advertising and hiring new activity staff and assistants
- Regular meetings with the Head of Centre to ensure they are supported and have everything they need in place. Allow the chance to highlight potential problems
- Operating within the activities budget set by the Head of Centre
- Utilising booking systems, staff resources to create capacity and increase efficiency
- Raise concerns early with the Head of Centre where staffing and bookings will cause an issue.

#### Session Planning & Risk Assessing

- Responsible for the standards of setup, delivery and pack down (systems of work) for the instructional team to follow
- Responsible for the ongoing maintenance and safety checks of equipment and site. This will be recorded.
- Ensure operating procedures, risk assessment and session plans at Cairngorms Activities are up to date and fit for purpose and followed by the instruction team
- Ensure training plans and observations are in order for staff to be deployed using the staffing matrix
- Support HOC with inspections from governing bodies and affiliates

#### Site Management

- Ensure sites and equipment are fit for purpose with a clear system for out of service equipment
- Ensure sites and equipment are checked regularly in line with manufacturers guidelines and best practice. This will be recorded.
- Maintaining equipment so as to allow the company to get the most use from it. Where possible equipment should be replaced with the sale of old equipment, providing a proportion of the cost.
- Raise concerns early with the Head of Centre where sites cause an issue for the safety and enjoyment of staff and participants
- Up to date site jobs list with correct information and resources to be issued to staff with clear outcomes as to the standards of work carried out



- Working with the Head of Centre for purchasing of equipment and resource sites and venues appropriately.

#### **Duty manager role**

- Effectiveness carrying out the duty manager role (see Duty Manager Job Description)
- Provide cover for the Head of Centre in terms of responsibility for the day to day operations. In their absence you will act as a point of contact.

#### **Ad-Hoc Work**

- Support for the Head of Centre in the days to day operations of the cafe and golf course
- Developing and delivering programs for school groups utilising the accommodation and activities
- Ensuring bunk house is fit for purpose and ready for groups
- Supporting Head of Centre in maintaining the standards of the staff accommodation

#### **Delivery**

- Instruct a range of activities in which you are qualified and trained. Activities include; Canoeing, Kayaking, Archery, Battlezone, Bush Craft, Kayak Hire, Raft Building, Cycle Hire, Gorge Walking and Guiding, as well as Corporate Events and Youth Projects, covering a range of Problem Solving and Team Challenges.
- Take the lead during events and programs. Supporting and deploying instructors, assistants and freelance staff
- Support the staff with your training through ongoing observations and quality control
- Plan and prepare appropriate courses and activities
- Complete both in house and further professional training
- Record and report incidents, dealing with incidents and emotional upset
- Maintain the high standards of Cairngorms Activities with regards to the preparation and delivery of activities and courses
- Carry out any other reasonable task as required by the directors or the Head of Centre