

Job Description

JOB TITLE:	Senior Activity Instructor
DEPARTMENT:	Activities & Active Care
JOB PURPOSE:	To deliver a full range of sports, swimming and outdoor adventure and challenge sessions in line with the company activity offer, to a high standard. To effectively and safely ensure projects are being delivered in line with the project specification, delivery policies, procedures and standards and to the customer's satisfaction.
RESPONSIBLE TO:	Operations Manager / Senior Operations Manager
RESPONSIBLE FOR:	Activity Club Assistants
LOCATION:	Various (Head Office: Sidney Road, Bedford MK41 2BQ)
HOURS:	37.5 hours per week, 6 days per week, variable
SALARY:	£17,550 per annum

Main duties and responsibilities:

1. Instruction
 - 1.1 Equipment and resources; to ensure they have the appropriate equipment and resources required to deliver an inclusive and differentiated session in line with planning and that all equipment and resources are safe, in the right quantity and appropriate for the age of the participants.
 - 1.2 Planning and assessment; to ensure all planning is present and correct for session delivery and any required assessment completed accurately and in a timely manner.
 - 1.3 Delivery style and approach; to provide a safe, inclusive, fun and focused session environment and content in line with SSG programme specifications and guidance.
 - 1.4 Delivery standards; to maintain SSG minimum standards in all aspects of session delivery and operational delivery policies.
 - 1.5 Documentation; to ensure all delivery session documentation is present during sessions.
 - 1.6 Communication with participants and customers; to ensure all communication with participants and customers remain positive, professional and appropriate, adhering to SSG Services guidelines, policies and confidentiality agreements.
 - 1.7 Communication with management and leadership; to ensure all communication with management and leadership remains positive, professional, appropriate and timely using the correct recognised methods and that all communications remain confidential.
 - 1.8 Professional standards; to exercise good time keeping, a positive approach around customers, flexibility to customer needs and confidentiality with information.

2. Operational Support
 - 2.1 Stores and equipment; to support the operational management team in the general upkeep of the stores and the delivery equipment within them.
 - 2.2 Vehicles and logistics; to support the operational management team in the general upkeep of the SSG Activities vehicles and in the general needs around logistics for equipment and people.
 - 2.3 Office; to support the operational management team in the general upkeep of the SSG office areas.
 - 2.4 Administration; to support the operational management team with administrative duties, including marketing and programme documentation.
3. Supervising the Activity Instruction
 - 3.1 Staff; to ensure staff members are adhering to all employment policy expectations and meeting delivery standards in accordance with the project specification.
 - 3.2 Equipment and resources; to ensure the appropriate equipment and resources required to deliver an inclusive and differentiated session in line with planning and that all equipment and resources are safe, in the right quantity and appropriate for the age of the participants.
 - 3.3 Planning and assessment; to ensure all instructing staff planning is present and correct for session delivery and any required assessment completed and in a timely manner.
 - 3.4 Delivery style and approach; to ensure all instructing staff are providing a safe, inclusive, fun and focused session environment and content in line with SSG programme specifications and guidance.
 - 3.5 Delivery standards; to monitor and maintain SSG minimum standards in all aspects of session delivery and operational delivery policies from instructing staff working on a particular project/programme.
 - 3.6 Standards reporting; to ensure any problems identified within the standards of activity instructors are reported in an accurate and timely manner to the project/programme manager.
4. Supervising the wider Project/Programme
 - 4.1 Venue and environment; to maintain a safe and welcoming project/programme environment, with the correct signage, information, staging and set up in line with project specification. Ensuring facilities are and remain fit for use throughout and that all venues/facilities are left in the way they are found and in line with SSG expectations.
 - 4.2 Project/Programme Overviews; to ensure the specification of the project/programme overview is adhered to in terms of groups, activities, timings and all other stated factors. To request any identified needs or request for change from customers and report any unavoidable changes to the project/programme manager with immediate effect.
 - 4.3 Health and Safety; to ensure all elements of health and safety is adhered to including normal operating procedures and risk assessment documents are followed. To ensure all incidents and near misses are reported using the correct process in an accurate and timely manner.
 - 4.4 Safeguarding; to ensure all elements of the SSG safeguarding policy (and supporting policies/guides) are adhered to by all staff, customers and participants. To ensure any safeguarding incident is addressed immediately using the correct procedure and reporting of any safeguarding issue is done in the correct, accurate and timely manner.
 - 4.5 Documentation; to ensure all project/programme documentation is present during sessions, including all forms, risk assessment and operational guidance.

- 4.6 Communication with participants and customers; to ensure all communications with participants and customers remain positive, professional and appropriate, adhering to SSG Services guidelines, policies and confidentiality agreements. To ensure all questions and concerns are addressed attentively and are reported into the SSG office for noting or further follow up.
- 4.7 Communication with management and leadership; to ensure all communications with management and leadership relating to projects/programmes and the respective customers are timely and accurate using the recognised and required methods.

5. General

- 5.1 To behave as a professional and socially responsible role model for staff and participants of SSG Services.
- 5.2 To speak positively about SSG Services with other staff, customers and other stakeholders of SSG Services.
- 5.3 To adhere to all SSG Services HR and operational policies and procedures.
- 5.4 To proactively communicate with your line manager about concerns and issues either within your job role and/or external that are affecting you in your job role.
- 5.5 To meet the SSG core competencies for staff.

6. Other

- 6.1 To undertake any other duty seemed necessary by the SSG Services in keeping with the essence of the overall job role which includes supporting the extraordinary procedure actioning.

This job description does not form part of your contract of employment and will usually be reviewed at the time of the post holder's annual performance development review, however it may be reviewed and changed at any time in order to meet changing circumstances.

Signed (Line Manager) Date

Signed (Post Holder) Date

Person Specification

Item	Essential	Desirable	Assessment Criteria
Qualifications	UK Driving Licence	First Aid Certificate	Certificates/Licence
Skills & Knowledge	<p>Excellent time management skills and the ability to work under time restraints</p> <p>Strong communication, organization and leadership skills that can be further developed</p>		Application Form/CV, observation and references
Experience	Experience working in a similar role		Application Form/CV and references
Personal Qualities	<p>Have a positive, fun, can do attitude and a flexible approach to working</p> <p>Have a willing to learn, develop and improve yourself</p> <p>Have a high degree of self-motivation and a discipline to work on your own, while maintaining high standards</p> <p>An interest and/or background in physical activity, sports and/or outdoor activities</p> <p>A passion for people</p>		Application Form/CV, references, observation and interview