

Job Description

Role Title

Volunteer Instructor (Activity Instructor & Customer Service)

Role Summary

To work as a member of our staff team giving a warm welcome to groups who visit the Centre, providing an enjoyable programme of outdoor activities and friendly residential guest care.

Horstead Centre Vision

We provide exciting residential and activity day experiences offering the best opportunities for educational, personal, social and spiritual development.

Open to all young people, we operate in partnership with group leaders to plan tailored programmes for all ages, specialising in 8 -13 year olds.

We have been operating for over 40 years and maintain a safe, welcoming environment through our qualified, professional and dedicated staff team.

We are a registered charity trust governed by a Board of Trustees on behalf of the Church of England, Diocese of Norwich.

Schools and youth groups visit for a single day session or stay for a number of days.

Our activities include:

• Archery	• Night Line
• Open Canoeing / Canoeing river trips	• Low Ropes and Tunnel Course
• Kayaking	• Raft Building
• Climbing	• Village Trail
• Abseiling	• Bushcraft
• Zip Wire	• Jacobs Ladder
• Horstead Team Challenge	• Crate Stacking
• River walks	• Evening Bonfires

The Horstead Centre draws its values from its Christian roots with the Church of England and is committed to enabling all our workers to be effective by providing efficient management and appropriate training.

Role Description

The main aim of an activity instructor and customer focus worker is to provide the programme of activities and guest care as part of a small team. This is a key role in the life and work of the Centre and you will play a full part in all aspects of the centres operation to meet the needs of our young guests and their group leaders.

As a volunteer you will have a lot of direct contact with our guests. Therefore, the quality of your interaction with our guests is perhaps the most significant factor on how our young guests experience the centre.



Volunteer Scheme

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www.horsteadcentre.org.uk

Registered Charity Number: 303986

VAT Number 282 0458 63

Horstead Centre

Residential Stays and Activity Days

Qualities we are looking for someone who is and will be:-

- **Enthusiastic** to share, demonstrate and teach new skills and be a role model to our young guests.
- **Encouraging** of people of all ages and abilities to achieve and grow in levels of self-confidence.
- **Obedient** to health and safety requirements including clothing for the varied tasks your role including food preparation, cleaning, maintenance and activity instructing.
- **Mindful** of your appearance and behaviour so that you present a professional impression.
- **Ready** to take on responsibilities and use your own initiative and confront challenges head on
- **Committed** to the centre and potentially working long hours/days
- **Show Enthusiasm** for working in all weathers and with a wide variety of clients.
- **Inspiring** to others by gaining their trust by being open, honest, fair and reliable
- **Professional**, enthusiastic attitude to working in the Outdoor industry
- **Motivated** even during what may be long working days full of varied tasks such as instructing, cleaning, maintenance and kitchen duties.

What are the duties we ask of you?

You will operate as a member of small team, responsible for delivering and helping to deliver our outdoor activities and residential guest care services to our visitors, who are normally children and young people.

1. You are prepared to undertake formal in-house training where and when appropriate.
2. You instruct group activities, both on Centre grounds and on the nearby River Bure, working as closely as possible with the group leaders.
3. You are fully aware of all the safety policies and procedures ensuring that they are adhered to at all times.
4. As part of the work rota you will undertake group meal preparation, cooking, serving, cleaning, laundry and washing up.
5. You will assist in general maintenance where necessary, including maintenance of the grounds, equipment and building (such as decorating, gardening etc.).
6. You will assist the cleaning staff in helping to make sure that the centre stays clean and presentable for the groups who visit.

This list is only a guide to the main tasks of your role and from time to time other tasks and duties may be requested.

Volunteer Instructor - (Activity Instructor/ Guest Care Workers) are accountable to the Manager or the Senior Instructor for line management.

Conditions of the Volunteer position:

The position includes a month's probationary period to check your suitability for the role.

The post is subject to satisfactory references, medical and enhanced DBS check formally known as CRB.

Your full Employment Terms and Conditions will be contained in the centres volunteer handbook.

What can we offer you?

An invaluable introduction into the outdoor industry

Responsibilities and an opportunity to learn many new skills

Accommodation for the duration of the Volunteer position

Possibility of getting weekly subsistence money depending on qualifications or experience

In house training and experience instructing and or assisting the instruction in all of our activities

Possibilities of further development, depending on the candidate

We look forward to hearing from you!