

Job Description

Visitor Attraction	Llandegfedd Lake (Monmouthshire)
Job Title	Activity Instructor
Rate Of Pay	Band 2 £21,935 to £24,929 (£19,564 to £22,234 pro rata)
Contract Type	Permanent, annualised hours averaging 33 hours per week
<p>Summary</p> <p>Your role will be to deliver engaging and high-quality activity sessions to customers; ensuring a high standard of health and safety at all times. Llandegfedd Activity Centre is open 7 days a week from March to October and you will be expected to work evenings, weekends and bank holidays during this period.</p>	
Who You'll Work With	<ul style="list-style-type: none"> • Activity Centre Management Team • Activity Assistants • Visitor Centre Staff • Rangers • Strategy Team • Customers • Local residents • School, youth and community groups
Work Pattern	<p>Annualised hours contract averaging 33 hours per week. Working hours are likely to be approximately 41 hours per week across 5 days from March – October and approximately 11.5 hours per week across 2 days from November – February. Your salary will be paid in equal monthly instalments.</p> <p>You will be expected to work evenings, weekends and bank holidays.</p>
<p>Benefits</p> <p>As well as a market competitive salary, 33 days annual leave (pro rata, including public holidays), we offer a range of employee benefits and rewards including:-</p> <ul style="list-style-type: none"> • Variable pay schemes (your salary band will remain the same, but performance depending, you could receive an incremental within-band increase and a yearly incentive) • Enhanced employer pension contributions – up to 11% employer contributions • Enhanced family friendly policies • Progression opportunities, including the ability to apply for funded training and coaching and mentoring programmes • Reduction on gym memberships and high street shopping • Cycle to work scheme 	

- Free on-site parking at all our sites
- 20% off all Welsh Water visitor attraction centres and gift shops
- Car-leasing scheme
- Health CashBack scheme
- An employee assistance programme for employees and their immediate family

Responsibilities include:

- Provide excellent customer service; meeting, greeting and helping every visitor gain the most from their visit.
- Deliver high quality land and/or water-based activities, including team building programs, in line with National Governing Body (NGB) and Welsh Water requirements.
- Work proactively as part of a team to set up and pack away on site facilities and provide assistance to all customers using equipment at the site.
- Ensure the safety of all persons on site, including employees, participants of land and water-based activities and members of the public. Follow company procedures for reporting incidents.
- Check in customers for activities, handle activity and booking enquiries and take payments on the till as required.
- Present a professional attitude and appearance at all times, maintaining an excellent level of customer service and water safety. Communicate in an enthusiastic, knowledgeable and helpful way to visitors, projecting a positive image for Welsh Water at all times.
- Ensure maintenance, repair, security and cleanliness of all activity equipment is of a continued high standard in order to exceed the requirements and expectations of our customers and ensure a constant supply of working kit throughout the season.
- Work with the Ranger team on reservoir safety and biosecurity, and also the upkeep and tidiness of the site; litter picking, toilet cleaning, building and site maintenance.
- Enforce the rules of the site and the waterside, especially the 'no un-authorized swimming in reservoirs' rule, the opening and closing times, and the safe marshalling of visitors when busy.
- Support conservation, educational, public access and recreational activities, open days and events.
- Work collaboratively with third party organisations such as wildlife charities and volunteer groups.
- Undertake any other duties as required to meet the needs of the business, including providing support to other departments (such as the café or Ranger team) when required.
- To carry out marketing/sales/engagement opportunities to promote the visitor attraction and Welsh Water Adventures in conjunction with Strategy Team.

Qualifications, Experience, Knowledge

Essential

- A National Governing Body (NGB) instructor qualification/certificate in a land or watersports discipline.
- Following health & safety procedures
- Working with the general public
- Delivering water or land activities to individuals and groups of different ages and abilities
- Enthusiastic about putting our customers first every day
- Water safety knowledge
- Ability to work on own initiative
- Excellent communication and interpersonal skills

- IT literate – we use a variety of computer systems which we will teach you
- Always honest and professional

Desirable

- Additional qualifications or experience in land or watersport activities
- RYA Powerboat Level 2 qualification
- Water safety qualification (e.g RYA Safety Boat, FSRT, Rescue 3 WRT/SRT)
- Open Water Swimming lifeguard or life saver qualification
- Current First Aid Certificate
- Activity equipment maintenance
- Ability to communicate effectively in Welsh

How To Apply

Email the following to: Llandegfedd.Jobs@dwrcymru.com quoting job title in Subject Field

- Your CV
- A covering letter to support your application of no more than two sides of A4. Explain why you're interested in the position and provide evidence of why you're suitable, based on the 'Responsibilities' and 'Qualifications, experience and knowledge' sections above
- Name and contact details of two referees.

Application Closing Date	Sunday 28 th January 2024
Interviews will take place week commencing:	5 th February 2024
If you have any queries about the role, please contact: Hannah.Trent@dwrcymru.com	