

Job Description

Visitor Attraction	Llandegfedd Lake (Monmouthshire)
Job Title	Deputy Activity Manager
Rate Of Pay	Band 4 (£28,105 to £31,936)
Contract Type	Permanent, Full Time
<p>Summary</p> <p>Your role will be to support the Activity Manager to run a safe, efficient and welcoming Activity Centre; ensuring a high standard of health and safety at all times. This role includes line management responsibilities. Llandegfedd Activity Centre is open 7 days a week and your rota will include evening, weekend and bank holiday working.</p>	
Who You'll Work With	<ul style="list-style-type: none"> • Activity Manager • Activity Instructors • Visitor Centre Staff • Rangers • Strategy Team • Customers • Local residents • National Governing Bodies (NGB's) • School, youth and community groups
Work Pattern	<p>Annualised hours contract averaging 37 hours per week. Working hours are likely to be approximately 43 hours per week across 5 days from March – October and approximately 22 hours per week across 3 days from November – February</p> <p>You will be expected to work evenings, weekends and bank holidays on a rota pattern.</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:

- Line manage casual staff within the Activity Team.
- Act as part of the site Duty Manager team and perform the role of site Duty Manager when required.
- Perform the role of Duty Instructor; this will include managing activity delivery, supervising the activity team on a day-to-day basis and ensuring the site is operating in accordance with DCWW Health and Safety Management systems.
- Take lead responsibility for at least one of the National Governing Body (NGB) activities (e.g. paddlesports, sailing, powerboating or open water swimming) delivered at the site; ensuring the site remains up to date with the latest NGB guidance, the site is meeting inspection criteria and oversee staff development in that activity.
- Deputise for the Activity Manager in their absence.
- Present a professional attitude and appearance at all times, maintaining an excellent level of customer service and water safety. Engage with visitors as an ambassador of Welsh Water.
- 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, ensuring appropriate health and safety training has been undertaken and that biosecurity policies are followed.
- Perform the role of a 'Safety Leader' tasked with driving a zero incident culture.
- Ensure activity enquiries and group bookings are responded to professionally and in a timely manner.
- Confidently plan and deliver complex activity programmes for large groups.
- Follow the routines for the timely opening and closing of the site, including cashing up tills.
- 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 high-level watersport National Governing Body qualification (e.g. RYA Senior Instructor, British Canoeing Coach, UKCC Level 2 Coach)
- Line managing, leading and motivating a team
- Managing and implementing health & safety records and procedures
- Delivering water activities to individuals and groups of different ages and abilities
- Enthusiastic about putting our customers first every day
- Ability to work independently and 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

- RYA Powerboat Level 2 qualification
- Additional National Governing Body (NGB) instructor qualification in other land or watersports discipline.
- 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
- Delivering land activities to individuals and groups of different ages and abilities
- Managing staff working hours and absence, including creating staff rota's to ensure continuous activity provision and Standard Operating Procedure requirements are met.
- 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 28th January 2024

Interviews will take place week commencing:

5th February 2024

If you have any queries about the role, please contact: Hannah.Trent@dwrcymru.com