

## Job Description

Visitor Attraction	Llandegfedd Lake (Monmouthshire)
Job Title	Senior Activity Instructor
Rate Of Pay	Band 3 (£25,118 to £28,540)
Contract Type	1 role - fixed term March – September 37 hours per week
<p>Summary</p> <p>We seek an enthusiastic, knowledgeable and helpful Senior Activity Instructor to ensure water and land-based activities are delivered in line with the site operating procedures, 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 weekends and bank holidays during this period.</p>	
Who You'll Work With	<ul style="list-style-type: none"> <li>• Activity Manager</li> <li>• Activity Instructors</li> <li>• Visitor Centre Staff</li> <li>• Rangers</li> <li>• Strategy Team</li> <li>• Customers</li> <li>• Local residents</li> <li>• National Governing Bodies (NGB's)</li> <li>• School, youth and community groups</li> </ul>
Work Pattern	Annualised hours contract averaging 37 hours per week. You will be expected to work evenings, weekends and bank holidays on a rota pattern.
<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"> <li>• Enhanced employer pension contributions – up to 11% employer contributions</li> <li>• Enhanced family friendly policies</li> <li>• Progression opportunities, including the ability to apply for funded training and coaching and mentoring programmes</li> <li>• Reduction on gym memberships and high street shopping</li> <li>• Free on-site parking at all our sites</li> <li>• 20% off all Welsh Water visitor attraction centres and gift shops</li> <li>• Health CashBack scheme</li> </ul>	

- An employee assistance programme for employees and their immediate family

Responsibilities include:

- 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.
- Act as a role model for the activity team and assist with training and development of Activity Instructors and Activity Assistants to ensure they deliver high quality land and water-based activities to the public.
- Take responsibility for the activity centre and activity team in the absence of the Activity Manager or Deputy Activity Manager.
- 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.
- Always apply the prescribed safe working practices in the delivery of all activities and ensure there is always written evidence of your compliance, in accordance with the Business Management System.
- 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.
- Ensure activity enquiries and group bookings are responded to professionally and in a timely manner.
- 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.
- Follow the routines for the timely opening and closing of the site, including cashing up tills, and operate the safe issue and return of all activity equipment.
- 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 high level watersport National Governing Body qualification (e.g. RYA Senior Instructor, British Canoeing Coach, UKCC Level 2 Coach), or be working towards one.
- Supervising and motivating a team
- Managing and implementing health & safety records and 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
- 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

- Additional National Governing Body (NGB) instructor qualification in other land or watersports discipline.
- 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](mailto: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 25 <sup>th</sup> February 2024
Interviews will take place week commencing:	Friday 1 <sup>st</sup> March 2024
If you have any queries about the role, please contact: <a href="mailto:Hannah.Trent@dwrcymru.com">Hannah.Trent@dwrcymru.com</a>	