

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>7PCS</b>	<b>Role Title</b>	<b>Senior Outdoor Learning Instructor</b>
<b>Grade</b>	PS7	<b>Reports to (role title)</b>	<b>Assistant Operations Manager</b>
		<b>Directorate</b>	<b>Children, Schools &amp; Families</b>
<b>JE Band</b>	228-268	<b>Service</b>	<b>Surrey Outdoor Learning &amp; Development (SOLD)</b>
		<b>Team</b>	<b>Operations</b>
		<b>Date Role Profile was created</b>	<b>Nov-16</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>The role holder will implement the day-to-day delivery operations, allocating staff and other resources to meet the organisational requirements and ensure high standards of delivery and efficiency.</p> <p>Managing the staff team with effective performance management ensuring staff are inducted, trained and supported to deliver a wide range of high quality outdoor learning activities.</p> <p>Design, deliver and evaluate quality outdoor learning opportunities for a range of clients in line with SOLD's vision, mission and core values statement.</p> <p>Maintain the necessary standards for the key National Governing Bodies, SOLD outcomes and all operational policies and procedures.</p>
<b>Work Context</b>	<p>The role requires work with a large multi disciplinary team of 70+ people and 30,000+ users each year, within 3 primary bases and 1 canal boat.</p> <p>The role holder will have impact on the day to day operations across S.O.L.D. including staffing matters, specialist delivery, health and safety requirements in an outdoor educational setting. They will ensure that SOLD remains a flexible and needs led service, which responds to the wide-ranging outcomes of our user groups.</p> <p>The role holder may be expected to work weekends, evenings and Bank holidays where required to meet the business need.</p>
<b>Line management responsibility</b> if applicable	NA
<b>Budget responsibility</b> if applicable	Impact on service income generation of £2.4m.
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> <li>Contribute to risk awareness in carrying out duties and raise issues where appropriate.</li> <li>Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users.</li> </ul> <p>Case Management</p> <ul style="list-style-type: none"> <li>Monitor, manage and deliver care plans in specified service area.</li> <li>Undertake case related reports and maintain records in accordance with procedural and legislative requirements.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff.</li> <li>Assist in development and project work, and working with other staff to provide information and feedback.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>Make recommendations for the provision of services in line with the budget determined according to assessment of needs.</li> </ul> <p>Work with others</p>

	<ul style="list-style-type: none"> <li>• Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Vocational Qualifications Level 3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Understanding of relevant legislation, processes and procedures and issues relating to the service user group.</li> <li>• Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance.</li> <li>• Able to plan, manage and prioritise a caseload and seek guidance where necessary.</li> <li>• Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs.</li> <li>• Competent in a range of IT tools including MS Office and database management systems.</li> <li>• Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders.</li> <li>• Problem solving skills or ability to undertake process or practice improvement with minimal supervision.</li> <li>• Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff.</li> <li>• Experience of working with the user group and of staff supervision where appropriate.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>•A minimum of 3 National Governing Body (NGB) Qualifications. At least one of these at a senior level + current 1st Aid certificate.</li> <li>•Experience of preparing and maintaining for NGB, centre recognition and Health and Safety inspections.</li> <li>•Experience in planning and implementation of resources and programmes.</li> <li>•A comprehensive understanding and extensive experience in the use of high-quality outdoor learning in a range of settings, and experience of working with groups with a range of different needs.</li> <li>•Experience and skills in managing a team or individual staff using performance management processes.</li> <li>•A positive and solution focussed approach and able to deal with situations in a calm and professional manner.</li> <li>•Experience of maintaining National Governing Body qualification, centre recognition and centre health and safety guidelines.</li> <li>•Ability to effectively apply and maintain appropriate risk management in a range of outdoor settings.</li> <li>•Satisfactory DBS clearance is required.</li> </ul>
<b>Role Summary</b>	<p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.</p>
<b>Reference Number</b>	<p>BM-2023-227</p>