

Role Profile

Part A - Grade & Structure Information

Job Family Code	6PE	Role Title	Lead Outdoor Learning Instructor
Grade	PS6	Reports to (role title)	Senior Outdoor Learning Instructor
		Directorate	Children, Schools and Families
JE Band	192-227	Service	Surrey Outdoor Learning and Development (SOLD)
		Team	
		Date Role Profile was created	Dec-16

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.

Role Purpose including key outputs	<p>The Lead Outdoor Learning Instructor post holder will supervise staff in the facilitation of high quality, outcome led outdoor learning and development experiences, managing the day to day logistics for the centres resources and facilities, taking a lead in complex programmes and contributing to the overall development of SOLD.</p> <p>The post holder will assist in the staff inductions, training and on-going support and management of the instructor team ensuring high quality health and safety working conditions and delivery at all times.</p> <p>The post holder will work closely and effectively with internal and external customers to enable the service to function efficiently, and to achieve its objectives whilst providing excellent customer services.</p> <p>The post holder may be required to deputise in the absence of the Senior Outdoor Learning Instructor.</p>
Work Context	SOLD is a self financed local authority service; comprising a large multi disciplinary team of 50+ people with 30 000+ users each year, operating within three primary bases, one canal boat and outreach team. SOLD is a rapidly growing service providing a wide range of residential and non-residential outdoor learning experiences for a wide range of user groups. The role requires flexibility and an ability to adapt to the changing business needs. The role will include weekdays, weekends, evenings and bank holidays as well as some overnight duties for residential programmes.
Line management responsibility if applicable	Responsible for a team of staff.
Budget responsibility if applicable	No direct budget responsibilities but will have influence on the service. Income target of circa £2.3m per annum.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Service Development</p> <ul style="list-style-type: none"> • Support the ongoing delivery of the service in line with agreed standards and performance measures. • Raise awareness of the service by assisting with relevant public relations activities. • Contribute to the ongoing improvement of systems and practices relevant to the service area. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Assist in development and project work, working with other staff to provide information and feedback. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Maintain specialist archives or records relevant to the service area including supporting members of the public to access relevant services. • Maintain and input into relevant systems to ensure accurate and reliable information relevant to the service area. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May provide or support the management and delivery of chargeable services. <p>Work with others</p> <ul style="list-style-type: none"> • Build effective relationships internally, externally and with members of the public to ensure high levels of customer service. • Provide advice and guidance to members of the public on specialist services, referring serious issues as necessary. <p>People Management</p> <ul style="list-style-type: none"> • May oversee and guide more junior staff sharing expertise and knowledge within the team.

	<p>Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & 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>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Vocational Qualifications Level 2/3 or equivalent in relevant field with practical knowledge of the service area. • General knowledge of and interest in the specialist area including, where relevant, basic awareness of relevant legislation. • Good IT skills able to use databases to a high standard of accuracy. • Able to plan and prioritise own work in the context of conflicting priorities. • Ability to work effectively and flexibly as part of a team. • Ability to guide and support less experienced or more junior colleagues. • Effective written and oral communication and interpersonal skills. • Experience of providing high levels of customer care and professionalism to members of the public.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • A minimum of 3 National Governing Body Qualifications. At least one of these at a senior level + current 1st Aid certificate. • 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. • Experience and skills in managing a small team or individual staff using performance management processes. • A positive and solution focussed approach and able to deal with crisis situations in a calm and professional manner. • Experience of maintaining National Governing Body Qualification centre recognition and centre health and safety guidelines. • Ability to effectively apply and maintain appropriate risk management in a range of outdoor settings. • Satisfactory DBS clearance is required.
Role Summary	<p>Roles at this level provide a practical or advisory service within a specialist service area to members of the public in line with agreed standards. Role holders are able to process information using appropriate knowledge of the specialist service area, processes and best practice to apply factual guidance and advice. They will need to be able to work independently, as well as part of a team and set their own priorities within short, e.g. day-to-day or week-to-week timescales. They may be involved in guiding the work of less experienced or more junior staff.</p>
Reference Number	BM-2022-212