

Role Profile

Part A - Grade & Structure Information

Job Family Code	5PE	Role Title	Outdoor Learning Instructor (L2)
Grade	PS5	Reports to (role title)	Lead Outdoor Learning Instructor
		Directorate	Children, Schools and Families
JE Band	161-191	Service	Surrey Outdoor Learning and Development
		Team	Operations
		Date Role Profile was created	01/11/2016

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 Outdoor Learning Instructor post holder will facilitate high quality, outcome led outdoor learning and developmental experiences, taking a lead in complex programmes and delivering professional training and development to a range of customers.</p> <p>The post holder will be an active member of the team, contributing to ensuring high quality health and safety working conditions, excellent customer services and the overall development of SOLD.</p>
Work Context	<p>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.</p>
Line management responsibility if applicable	N/A
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 and contribute where appropriate to the management or ongoing development of the service. • Raise awareness of the service by supporting relevant public relations activities. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan, organise and deliver allocated activities within agreed processes and frameworks. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May provide or support the delivery of chargeable services. <p>Work with others</p> <ul style="list-style-type: none"> • Provide advice and guidance to members of the public on specialist services. <p>People Management</p> <ul style="list-style-type: none"> • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May be required to supervise volunteer and work placements. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Maintain specialist archives, records or items relevant to the service area including supporting members of the public to access relevant services and information. • Maintain and input into relevant systems to ensure accurate and reliable information relevant to the service area. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>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 or equivalent in relevant field. • Some knowledge of the specialist service area. • May be required to hold specialist skills relevant to the service area. • Good IT skills. • Able to manage own time effectively and identify priorities. • Good organisational skills with the ability to work effectively and flexibly as part of a team. • Ability to provide high standards of customer care. • Good interpersonal skills and able to provide a high standard of customer care. • Able to communicate effectively and politely with 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"> • National Governing Body Instructor / leader awards in at least two outdoor activities and current 1st Aid. • Experience of delivering complex programmes to groups with a range of needs using good communication skills and providing excellent customer services. • Experience of mentoring and peer to peer training. • An understanding and experience in applying the theory and tools to develop people through outcome led outdoor and development experiences using plan – do- review. • An understanding of good practice and high quality in the outdoors relating to health and safety requirements and national governing bodies in the outdoor industry. • A flexible and positive solution focussed approach making sound decisions to achieve positive outcomes. • Able to travel to other centres / outreach venues. • Satisfactory Enhanced DBS required.
Role Summary	<p>Roles at this level provide a service within a specialist area to deliver an accessible and welcoming front line service for members of the public and customers. Role holders will work under direction within clear procedures and best practice guidelines to support the day to day running of the service or department. They will be subject to supervision and will be expected to organise their own workload and prioritise within short, e.g. day-to-day timescales.</p>
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