

JOB DESCRIPTION

Mountain Training Trust

POST DETAILS

Job Title:	Instructor Scheme
Directly Responsible To:	Chief Instructor and Senior Instructor responsible for Instructor Scheme
Directly Responsible For:	Excellence in instructional, teaching and / or coaching and making a positive contribution to the wider Plas y Brenin team.
Hours of Duty:	Dictated by training and programme needs.

PRIMARY PURPOSE AND SCOPE OF JOB:

The post holder plays a part in ensuring that Plas y Brenin continues to uphold its reputation of providing inspirational leadership and training in the outdoors, acting as a role model for others. They will be seeking to be expert in their field, evidencing instructional excellence, and operating to the highest safety standards. They will offer exceptional customer service to a range of clients with varying levels of abilities and experiences.

WORKING RELATIONSHIPS

To be a high performing instructional team requires the buy in and support of all the individuals that contribute to the activity programme. They need to be an effective team member with their immediate peers and the Plas y Brenin team as a whole, working with colleagues from across the business.

MAIN AREAS OF RESPONSIBILITIES:

1. To support, and work alongside, the instructional team in ensuring we are recognised as the 'gold standard' provider in training, developing and assessing leaders, coaches and instructors in mountain sports as well as helping to nurture skills and confidence for independent adventures.
2. To offer exceptional customer service to a broad range of clients with varying levels of abilities and experiences.
3. To support the work of Chief Instructor and Senior Instructor team in implementing the Plas y Brenin Teaching and Learning Philosophy and ensuring this is consistently delivered. They will be expected to develop close working relationships with all staff involved in the delivery of course programme.
4. To begin to direct a range of courses, within the individual's capabilities, ensuring that Plas y Brenin delivers high quality, safe instruction and coaching throughout the course programme.

5. When directing courses, to act in a supervisory role to those working alongside, directing, supporting and mentoring as appropriate to ensure that customers' needs are met.
6. To continually research and remain abreast of current trends and emerging practices in the modern delivery of adventure activities to ensure Plas y Brenin remains at the forefront of knowledge and innovation.
7. The post holder will assist in ensuring the instructional programme is leading edge, insight-led, innovative and operates to the highest safety standards.
8. To assist the Instructor Administration Manager and be responsible for ensuring their records of personal details, professional qualifications, accreditations and NGB approvals are maintained and up to date.
9. To work closely with Stores Team to ensure equipment for courses is recorded and maintained to the highest standards. To monitor and feedback on the quantity and quality of equipment and resources available for courses.
10. To contribute to the innovation and development of resources and course materials as directed by members of the Senior Instructor team responsibility for discipline areas. This is an essential role to ensure we maintain and deliver high quality materials to support the delivery of courses.
11. To play an active role in creating a positive culture and environment that stretches their performance and develops individual and team skills.
12. Liaise with the Marketing & Communications lead to ensure the website, promotional materials and communications capture the uniqueness of the instructional and activity offer. To link closely with this team to produce course information, social media and marketing materials for courses.

General responsibilities:

- Ensure the Company's commitment to equal opportunities and promote non-discriminatory practices in all aspects of work undertaken.
- Remain flexible and adaptable to any additional demand as it is confirmed and be available to work different hours including weekends / evenings as required.
- Be prepared to travel to areas beyond North Wales as required by the instructional programme.
- Continually review own performance and development needs in conjunction with the Senior Instructor / Chief Instructor, jointly setting targets for change and continuous improvement to enhance performance and personal effectiveness. This may include a requirement to undertake additional training and / or personal development.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with financial regulations of the company, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the company's policies and procedures as specified in the staff handbook.

There is a requirement to complete a Register of Interest to ensure any external activity / secondary employment does not conflict with your duties as an employee of Plas y Brenin.

Person Specification

This post requires an outstanding, well-organised individual, who will aim to lead by example and set the highest professional standards at all times. You will behave as a role model who inspires others.

Key Knowledge, Experience, Abilities and Skills

A professional qualification, with evidence of continuing CPD in line with a Instructor's role at a National Centre.	Essential
Experienced and enthusiastic climber and mountaineer, paddler or mountain biker with personal experience of activity throughout the UK and abroad.	Essential
Experience of working for a diverse range of organisations with a wide variety of clients.	Essential
Experience of delivering training and/or assessing for National Governing body awards.	Desirable
Knowledge of and skills and abilities in safety management procedures, approaches and standards.	Essential
Experience of working within in a large team and supporting colleagues across a wide range of roles.	Desirable
Skillful at developing strong internal and external relationships	Essential

Personal Qualities and Behaviours

Enthusiastic, highly motivated individual, with an active interest in engaging with others, displaying an approachable disposition who seeks to build rapport with colleagues and customers	Essential
Able to exercise initiative and work without close supervision whilst being a key and supportive member of the Instructor Team	Essential
Ability to create a collegiate atmosphere and willingness to take account of diverse views, while accepting responsibility for decisions	Essential
Commitment to delivery of excellence in all areas of work	Essential
Commitment to challenging poor performance and inappropriate behavior	Essential
A creative thinker, who is prepared to challenge the norm and seek new ways and approaches to deliver outcomes	Essential
Open to being challenged and responding positively to feedback to ensure continuous improvement	Essential
A reflective individual, with the ability to self-evaluate one's own performance and to seek out feedback to help improve and develop their skills	Essential
Able to manage a diverse work programme and is prepared to work flexibly to meet needs of customer and business	Essential
A committed and loyal individual, with a high determination to succeed	Essential
Decisive, approachable and empathetic	Essential
Excellent interpersonal skills, able to direct and motivate staff to deliver work to the highest standards	Essential
Commitment to respond positively to customer needs	Essential
Leads by example, living the organisation's values and acting at all times with integrity, professionalism and to the highest standards	Essential
Excellent communication skills - communicates effectively, clearly and confidently in written, verbal and electronic forms.	Essential