

# INSTRUCTOR



**Reporting to: Course Directors, Deputy Operations Manager, Operations Manager and CEO.**

### STRATEGIC VISION

- To be the world leading organisation in our sector, and the best place to work.
- To get as many people as possible inspired by adventure and remove the barriers to outdoor education.
- To build a global brand which is profitable, sustainable and exciting.

### OBJECTIVES

- To support the delivery of safe, professional and enjoyable expedition packages throughout the UK.
- Work Independently to manage and transfer skills to your expedition team.
- Continually improve your own personal skill set as an instructor.

### RESPONSIBILITIES

Our instructors will be responsible for the participants in their expedition teams. Safety is the priority, whilst ensuring the participants take part in an experience that gives them the appropriate level of challenge, adventure and inspiration to be successful. As an ambassador for the company you will promote the professional integrity and approach that we continually develop. You will be responsible for your own safety, time management and logistical considerations when working with us.

#### Safety

- Ensuring our safety systems and procedures are being followed for all courses.
- Providing constructive feedback on continually improving our safety systems.
- Ensure all safety matters are dealt with and investigations and reports are completed.

#### Course delivery

- Problem solving in dynamic and sometimes challenging environments
- Ensure the satisfaction of the customer.
- Ensure the satisfaction of all participants.
- Managing team dynamics.
- Identify snagging points and logistical issues.
- Oversee any emergency situations regarding your team

#### Programme development

- Provide feedback on the performance of all courses
- Bring in learning from other areas to benefit our approach.

#### Key Skills

- People management skills.
- Problem solving skills.
- Professional approach at all times.
- Experience of dealing with emergency situations in a considered and professional manner.

#### Key Success Criteria

- Feedback from customers
- Feedback from the staff team
- Course de briefs

- Observation from CEO or Operations Manager

## **WORK CONTEXT**

The successful individual will operate in multiple locations around the UK with the requirement to be continually on call for their team. You will need to be available for the needs of your team at all times whilst on programme. An instructional role can be as challenging as it is satisfying, so a personal capacity for hard work is key.