



# DofE INSTRUCTOR

## **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 and with others to manage and transfer skills to your expedition team within the scope of your NGB awards.
- ▶ 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 as laid out in the Company Policy Document 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 participants.
- ▶ Managing team dynamics.
- ▶ Identify and overcoming 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 and rapport building 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 Senior Management team and Expedition Managers.

## **WORK CONTEXT**

Our instructors can be asked to supervise and instruct throughout the UK during a season that normally extends from early March to early November. This may be for extended periods of time involving both campsites and wild camping. Sleeping in personal vans is not always possible. Campsite supervision is through a rota. Group supervision is normally carried out on foot.

All staff working for Sam Sykes Ltd will be responsible to and supported by an Expedition Manager or Senior Manager and within this framework encouraged to use their own knowledge and experience to provide the most satisfying and appropriate level of instruction, coaching and supervision for the group under their responsibility.