



WE DISCOVER, WE GROW

Girlguiding

We've signed the
time to change
Employer Pledge
let's end mental health discrimination

Stonewall
DIVERSITY
CHAMPION

Business
Disability
Forum
Building
disability-smart
organisations

Closing Date: Friday 5 March 2021 at 9am

Lead Instructor

2021 Summer Season

Foxlease

Casual contract

£10.15 p/h (plus £0.38 p/h location allowance)





Welcome

Thank you for your interest in joining our team.

This is a really exciting time to join Girlguiding. With half a million members we are the largest charity dedicated to girls and young women in the UK, and one of the largest and leading youth charities. We have much to be proud of in our over one hundred years of history, but we know that to remain vibrant and relevant to young people we must continually evolve.

In the past few years we have begun a process of significant change: transforming the organisation so it can meet the challenges of the future by putting young people at the heart of our organisation. We are on a mission to amplify the voices of girls and young women, so they can champion change in their own lives and the wider world; to build strong partnerships that can increase our reach and impact; and to increase the support we offer our 100,000 amazing adult volunteers who deliver incredible experiences to young people across the UK every week.

In 2018 we revealed the largest overhaul of our offer to girls in our history, providing hundreds of new informal education activities and, of course, our famous badges that will equip girls with the skills and experiences they need to thrive in today's world.

We are looking for skilled, passionate people to help us enable even more girls and young women to fulfil their potential, and while Girlguiding's young membership is only open to girls and young women, our staff team is mixed gender and we welcome applicants from all backgrounds.

I am proud to be CEO of this great charity. After reading the application pack I hope you feel inspired to apply to join us.

Warmest wishes,

Angela Salt OBE
Chief Executive



About Girlguiding

Girlguiding is the leading charity for girls and young women in the UK. Thanks to the dedication and support of 100,000 amazing volunteers, we are active in every part of the UK, giving girls and young women a space where they can be themselves, have fun, build brilliant friendships, gain valuable life skills and make a positive difference to their lives and their communities. We build girls' confidence and raise their aspirations. We give them the chance to discover their full potential and encourage them to be a powerful force for good.



Rainbows - We have fun

Rainbows are girls aged five to seven (four to seven in Northern Ireland) and follow a programme called the Rainbow Jigsaw, through which they can take part in lots of different activities with girls their own age. [See more of what Rainbows do.](#)

Brownies - We do cool stuff

Brownies are girls aged seven to ten who become a member of a Six and follow a programme called the Brownie Adventure. Brownies opens up a world of exciting challenges and the opportunity to try new things and to make brilliant friends. [Learn more about Brownies.](#)

Guides - We make things happen

Guides are girls aged 10 to 14 who are given the chance to explore their individual skills and abilities and try out new challenges as part of a team. Girls can get involved in anything from adventure sports to performing arts, travel and taking part in community action projects. [Discover more about Guides.](#)

Rangers

Rangers are girls aged 14 to 18 who follow a programme of interest badges, skills builders and awards. Girls can take part in amazing challenges, travel the world and develop skills across our six themes. [Explore more about Rangers.](#)

Guiding for young women (18+) - Choose your pathway

Our members aged 18 to 30 have lots of opportunities for to choose from based around seven themed pathways. Members can follow one particular pathway or mix and match to create a new path unique for them. [Explore more about Guiding for young women.](#)



Girlguiding's Activity Centres

Blackland Farm, Sussex

Situated in the glorious Sussex countryside, Blackland Farm is a multi-purpose activity centre. It is located on a 120-acre site, comprising woodland and grassed areas.

Blackland Farm is an ideal base to explore the local area with many attractions nearby such as Chartwell, the former home of Winston Churchill, and Hever Castle, where Anne Boleyn lived.

Discover more: <http://www.blacklandfarm.org.uk/home.aspx>

Foxlease, Hampshire

Foxlease is set in 65 acres of beautiful land near Lyndhurst in Hampshire. The centre is in the heart of the New Forest with easy access via road, rail and air.

The site at Foxlease includes full-board accommodation in Princess Mary House, camping and a range of self-catering accommodation. There are also conference facilities, a swimming pool and a range of equipment suitable for use in outdoor activities and events.

Our activities include archery, abseiling, climbing, canoeing, kayaking, low ropes, high ropes, crate challenge and many more.

Discover more: <http://www.foxlease.org.uk/home.aspx>

Waddow Hall, Lancashire

Waddow Hall is a 17th-century manor house overlooking the River Ribble and set in 178 acres of enchanting Lancashire countryside.

There are five fully-equipped campsites, a tented village, a choice of catered or self-catered indoor accommodation, excellent training and conference facilities, and equipment provided for a range of exciting activities.

Discover more: <http://www.waddow.org.uk/home.aspx>





The role

Overall purpose

- In addition to existing instructor roles and responsibilities Lead Instructors will assist the Senior Instructor or Deputy Centre Manager in the coordination of operations, leading and supporting staff by:
- Taking an active part in assisting the senior instructor in co-ordinating the work of the Activity Instructors and operations on site. Preventing / resolving most day-to-day activity and staffing issues, reacting to changes to bookings / group sizes and cover staffing requirements.
- Be part of the team overseeing the day-to-day operation of the instructed activities.
- In the absence of senior staff allocate work as required to maintain operations.
- Act as role model / mentor for junior staff.
- Take on responsibility for equipment monitoring and maintenance usually with accountability for a specific area such as water-based equipment.

Main areas of responsibility

- Taking an active part in assisting the Senior Instructor or Deputy Centre Manager in co-ordinating the work of the Activity Instructors and operations on site.
- To assist the Senior Instructor or Deputy Centre Manager with the day-to-day monitoring and supervision of activity staff.
- To ensure that facilities and equipment are checked and maintained in line with defined standards, and to ensure that the relevant records relating to this are kept up to date.
- To help prepare necessary documentation and equipment for external recognition.
- To take part in planning and delivery sessions and staff training in line with agreed objectives and consistent with National Governing Body or industry standards.
- To contribute in identifying training needs, and in developing training plans.
- To be part of a rota to provide out of hours on call support for visitors to the centre.
- To ensure all participants have an enjoyable learning experience and will want to return again.
- To deal with as appropriate and report any safety hazards to the line manager at the earliest opportunity.
- To administer first aid, if qualified or to ensure that first aid/medical assistance is called at the earliest opportunity if an accident occurs on session.
- To ensure that any accidents are recorded in the accident book and that a full report is made of the circumstances surrounding it so that preventative measures can be taken for the future.
- To resolve customer questions or complaints at the point of delivery, referring further or more complex queries or complaints to the Senior Instructor or Deputy Centre Manager when necessary.

Additional information

- To undertake any other duties that may reasonably be required to fulfil the duties of this post.
- Evening and weekend working is required as part of this role.



The Person

Criteria	Assessment A, I, T	Essential or Desirable
Skills		
To have specific skills and qualifications in at least 3 of the activities the centre delivers.	A	Essential
As a minimum two qualifications must be (NGBs) one can be an in-house qualification.	I	Essential
To assist in training other staff when required, taking into account a variety of learning and teaching styles.	A	Desirable
Good interpersonal skills, building productive relationships with colleagues and customers by remaining polite and diplomatic at all times.	I	Essential
Good verbal and written communication skills (including questioning and listening skills)	I	Essential
Experience of		
Experience in a range of outdoor and adventurous activities delivered within a centre environment. (Minimum of one season working in a OAA centre).	A	Essential
Experience of motivating staff to deliver high quality customer service.	A	Essential
Experience of a customer focused industry	A	Essential
Experience of supervising staff.	A/I	Desirable
Experience monitoring and maintaining equipment in line with centre and licensing standards.	A/I	Essential
Knowledge		
Knowledge of a broad range of activities and their delivery within a centre environment.	A/I	Essential
Knowledge of a variety of learning and teaching styles	A/I	Desirable
Knowledge of Outdoor Education philosophy and ethos	A/I	Desirable
A practical understanding of diversity and inclusion at work	A/I	Essential

A = Application Form I = Interview T = Test



Employment details

Contract Type

We are offering a casual contract for this role.

Locations

- Foxlease, Clay Hill, Lyndhurst, Hampshire SO43 7DE

However, on occasions you may be required to perform your duties, on a temporary or permanent basis, from any other Girlguiding premises within a reasonable travelling distance of this location. You may be required to travel inside the UK on business of the organisation.

Salary

Your salary for the position is £10.15 per hour (plus £0.38 per hour location)

Working Hours

Casual contracts offer no set hours.

The hours will be worked over five/six days per week. As Girlguiding's Activity Centres are open seven days a week, you may be required to work mornings, evenings, weekends and bank holidays.

Holiday Entitlement

Holidays and bank holiday allowance will be pro-rata for part-time and fixed-term employees.

Medical and Criminal Records Check

Upon successful appointment you will be required to complete a confidential occupational health questionnaire so we can consider our ability to make any reasonable adjustments where advised.

In addition, certain roles in Girlguiding are judged as exempt under the Rehabilitation of Offenders Act 1974. You will be subject to a Disclosure & Barring Service (DBS) check by the Disclosure & Barring Service and employment is subject to satisfactory receipt of these.

Accommodation

During your employment at our Activity Centres you may be offered accommodation on site. This is optional and a small weekly rent contribution will be required.



How we value our people

Learning and development

We are committed to supporting our staff through a variety of methods including coaching, mentoring, e-learning, shadowing and individual courses. Each staff member has a learning and development plan that is reviewed annually. The majority of vacancies in Girlguiding are advertised internally to encourage staff to progress their careers within the charity.

Flexible working

We are committed to supporting our staff to achieve a good work-life balance and offer flexible working options wherever we reasonably can.

Family Friendly Policy

We have a generous Family Friendly Policy which includes maternity, partner, adoption and shared parental leave. As long as you return to work with us, after 52 weeks of continuous service you can get your full salary for the first 20 weeks of your maternity leave, 50% for the next 19 weeks and 30% for the final 13 weeks.

Contributory pension scheme

In addition to the government's auto enrolment pension, Girlguiding offers a generous company pension. After three months of service employees can join the Girlguiding group pension scheme, which is administered by Scottish Widows. Girlguiding will match an employee's contribution of 5% of base salary with a contribution of 10% of pensionable salary.

Life assurance

Employees are automatically entered into the Girlguiding life assurance scheme provided by MetLife. It is two times pensionable salary, or four times for employees enrolled in the pension scheme.

Volunteering support

As an organisation that relies on volunteers, we consider it important to support our own staff to pursue their social action and community engagement interests. Staff who volunteer are entitled to five days of paid volunteer leave a year.

Employee assistance programme

Girlguiding has an employee assistance programme provided by Health Assured. It is free of charge and offers confidential, independent help, information and guidance to all employees and their immediate family 24 hours a day. It also allows for face-to-face counselling sessions, offered near the employee's home or place of work.

Staff Consultation Group

Girlguiding has a Staff Consultation Group comprising representatives from across the organisation which meets quarterly with the Chief Executive to discuss organisation-wide staffing matters.

Season ticket loans

After successful completion of their probationary period permanent employees are eligible to make an application for an annual interest-free travel loan. Up to £7,500 is available per year interest free.



Ride to Work

Girlguiding, in partnership with Evans Cycles, offers employees the opportunity to hire a bike and accessories worth up to £1,000 through salary sacrifice (32 to 42 per cent savings). At the end of the hire agreement the employee can take ownership of the bike and equipment by paying a fair market value for the bike plus VAT.

Discounts

Girlguiding staff can get discounts at various retailers including STA Travel. Please contact Girlguiding HR for further details.

How to Apply

Please email your CV, with your supporting statement. The closing date is **Friday 5 March 2021 at 9am**. Please return by email to hr@girlguiding.org.uk.

We ask that you submit your CV and supporting information as soon as possible as we reserve the right to close vacancies at any time, when we have received sufficient applications.

Those who are successful at this stage of the process will be invited to a virtual interview. Interviews will be held on **Friday 12 March 2021**.

Unfortunately, we are unable to give feedback to those who are not shortlisted; however, we will, if required, provide feedback to those who have attended an interview.

Girlguiding values the differences that a diverse workforce brings and is committed to inclusivity, and to employing and supporting a diverse workforce. Girlguiding is proud to be part of the Stonewall Diversity Champions programme, a member of the Business Disability Forum, and a member of Time to Change. While Girlguiding's young members may be women only, our staff team is mixed gender. We welcome applicants from all backgrounds.

Training

If you are successful, you will need to ensure that you are available from **Saturday 1 May 2021** for one week. All training will be held at your chosen centre.