Apprentice Activity Instructor
2019 Summer Season
Blackland Farm and Foxlease
Fixed term contracts of 12 months
£5.31 p/h

Closing Date: Friday 26 April 2019 at 9am
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.

The Senior Section - We explore more
The Senior Section offers young women aged 14 to 25 the opportunity to develop their skills and abilities through a flexible and inspiring programme which offers a huge variety of challenges, activities and opportunities for personal development. Explore more about The Senior Section.
Training and 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
Job Description

**Job Title:** Apprentice Activity Instructor

**Reports to:** Assistant Manager  
**Department:** Training and Activity Centres

**Overall purpose of job**

The Apprentice Activity Instructor will assist with the instruction of sessions and begin to take responsibility for leading once qualifications and experience is gained. Whilst undertaking your apprenticeship, you will be working towards a Level 2 NVQ certificate in Activity Leadership and Customer Service and be required to complete assignments within set deadlines.

**Main areas of responsibility**

- To assist with the instruction of groups of people of all ages in a range of activities, including archery and problem solving, as determined by the Line Manager and in accordance with training and qualifications (for lists of activities, please see information on each site).
- To run activity sessions as and when qualifications and experience allows.
- To assist with the planning and delivery of training sessions; ensuring they are in line with agreed objectives, consistent with the physical abilities of the group and the National Governing Body objectives.
- To communicate effectively with customers of all ages.
- To ensure all participants have a safe and enjoyable experience; so they will want to visit again!
- To complete any documentation required relating to group sessions; e.g. individual record cards, assessments and any other relevant documentation.
- To maintain facilities and equipment, including storage, in line with defined standards.
- To test equipment prior to use, and at regular intervals, to ensure safe and effective operation.
- To ensure that logs and accurate written records are regularly updated in connection with relevant activities.
- To appropriately deal with and report any safety hazards to the line manager at the earliest opportunity.
- To ensure that first aid/medical assistance is called at the earliest opportunity (or administered if you are first aid qualified to do this) if an accident occurs during a session, in collaboration with the adult responsible for the group.
- 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 be aware the centre represents the public face of Girlguiding and to conduct themselves and all activities in a manner which promotes and enhances the organisation’s safeguarding policies, image and reputation.
## Person Specification

### Criteria

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<thead>
<tr>
<th>Skills</th>
<th>Assessment</th>
<th>Necessity</th>
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<tbody>
<tr>
<td>Ability to handle customers positively and sensitively</td>
<td>I</td>
<td>Essential</td>
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<tr>
<td>Ability to build positive relationships with customers and staff</td>
<td>I</td>
<td>Essential</td>
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<tr>
<td>Ability to successfully participate in team working</td>
<td>A I</td>
<td>Essential</td>
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<td>Ability to resolve problems or refer them</td>
<td>I</td>
<td>Essential</td>
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<tr>
<td>Ability to work on own initiative</td>
<td>I</td>
<td>Essential</td>
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### Experience of

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<tr>
<th>Experience of</th>
<th>Assessment</th>
<th>Necessity</th>
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<tbody>
<tr>
<td>Previous experience of working in the camping/leisure sector</td>
<td>A</td>
<td>Desirable</td>
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<tr>
<td>Working for a public or voluntary sector</td>
<td>A</td>
<td>Desirable</td>
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<tr>
<td>Understanding of working in an equal opportunities environment and its impact on the employment</td>
<td>I</td>
<td>Essential</td>
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### Knowledge of

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<tr>
<td>First aid qualification and/or current National Pool Lifeguard qualification</td>
<td>A</td>
<td>Desirable</td>
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<tr>
<td>2 NBG qualifications or recognised equivalent (BCU, SPA, UKCC Level 1, GNAS)</td>
<td>A</td>
<td>Desirable</td>
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A = Application Form   I = Interview   T = Test
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. Vacancies in Girlguiding are advertised internally to encourage staff to progress their careers within the charity.

Flexible working
We are committed to ensuring that our staff have a good work-life balance and offer a flexible working environment. You will be working 5 days over 7 including weekends and working times can vary and be quite late especially for events.

Family Friendly Policy
We have a generous Family Friendly Policy which includes maternity, paternity, 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.

Childcare vouchers
Employees can purchase tax- and NI-efficient childcare vouchers through salary sacrifice. In order to qualify to join the scheme you must have passed your probation period and have parental responsibility for a child who lives with you.

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 three days of paid volunteer leave a year. If the volunteering is within Girlguiding this rises to five days.

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, Cotswold Outdoor and Theatre Tokens. Please contact Girlguiding HR for further details.

How to Apply
Applications
Applications will be accepted until Friday 26 April 2019 at 9am.

Please complete the application form, along with the equal opportunities monitoring form, and return them either by post to:
   Human Resources, Girlguiding, 17-19 Buckingham Palace Road, London SW1W 0PT
Or by email to:
   hrvacancies@girlguiding.org.uk.

Candidates will be shortlisted on the basis of the application form. Those who are successful at this stage of the process will be invited to attend a selection day.

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.

Selection Days
The Assessment/selection days for this application will be held at both sites - Blackland Farm (West Sussex) and Foxlease (Hampshire).

However we will be recruiting on an ongoing basis, if you are unavailable on the above date please enquire about other upcoming selection days.

Please note that it is not Girlguiding’s policy to reimburse applicants in respect of travel expenses to attend interviews.

However, accommodation may be available for shortlisted applicants, please ask if this is required.

Training
If you are successful, you will need to ensure that you are available from Saturday 06 April 2019 for two weeks. All training will be held at Blackland Farm (West Sussex), and a third week of training will be held at your allocated TAC Centre.
Terms and Conditions

Contract Type
This post is a 12-month fixed-term contract, for 30 hours per week.

- Blackland Farm, Grinstead Lane, East Grinstead, West Sussex, RH19 4HP
- Foxlease, Clay Hill, Lyndhurst, Hants S043 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 £5.31 per hour.

Working Hours
The core hours of this post are approximately 30 hours per week. They are flexible and will vary in line with the business needs of the Activity Centre, who operate over seven days a week, therefore you may be required to work evenings, nights, weekends and bank holidays. Please note that time to complete NVQ assignments is not included in this 30 hours.

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

Medical and Criminal Records Check
This post may involve substantial access to young people and it may be a requirement under The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 that you submit a criminal record disclosure check. Upon successful appointment, you will be required to complete a medical questionnaire and criminal records check. Employment is subject to satisfactory receipt of a medical and criminal records disclosure check.

Probation
This post will be subject to a probationary period of four weeks.

Notice Period
During probation the notice period is one week for either party, and two weeks thereafter.

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