

Vacancy – Activities Team - Instructor (Casual Hours)

If you are an individual who enjoys working outdoors directly with adults and children, then this is the role for you! Whether it's a Scout group looking to enhance existing skills in a one-hour session or a school group with no previous experience coming to stay with us for a week-long residential, you will be a key part of their experience. Training will be provided for the right individual whether that's for someone new to the role or someone with previous experience and qualifications in archery, rifles, climbing or kayaking for example, who would like to further their career. As this is a casual role, it is suitable for individuals looking for a long-term position or someone who only has some availability, e.g. University holidays.

Position Details

Title	Activities Team - Instructor (Casual Hours)
Contract type & Hours	Casual workers agreement Hours will be flexible in order to meet the needs of the job, which may include weekends and evenings. Rotas are sent out two weeks in advance and work around your availability (perhaps evenings/weekends or University holidays) so the more you are available, the more hours will be assigned. Most hours will be during Peak season (March/April – September) plus out of season events, although we also need hours through from February to November.
Location	Primary location: Phasels Wood Activity Centre, Kings Langley or Tolmers Activity Centre Cuffley Role requires work across all four Hertfordshire sites dependent on customer requirements so you may be transported to other sites during your working hours.
Salary/Hourly rate	£12.25/hour (at age 18+) plus extra for recognised qualifications
Benefits	Auto enrolment pension (qualifying requirements to be met) Holiday pay equivalent to 30 days pro rata
Responsible to	Experience Managers / Lead instructors
Planned Start date	From April 2025

Role Purpose & Responsibilities

The Activity Team is key to providing the best experiences for our customers during their visits and our annual events.

As an Activity Instructor you will assist the Experience Managers and Lead Instructors, whilst working alongside the International Volunteers, to ensure the customer's day visit or residential stay runs smoothly, that activities are prepped, delivered and cleared away appropriately. You'll provide an approachable & professional point of contact for the customer at all times.

There may be times when the tasks will include helping the Catering and Housekeeping teams dependent on what is required. Therefore an open minded, positive and pro-active approach is needed!

The successful candidate will ensure they know what they are doing each day and that their tasks are carried out with customer service and health & safety in mind at all times.

Skills Required	<ul style="list-style-type: none"> • Outdoor activity-based skills, for example Climbing, Abseiling, Kayaking, Archery or Rifles, would be an advantage however training will be provided for a person showing willingness and the ability to learn • Great communication and customer service skills • Team worker • Ability to comply with Health & Safety guidelines
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Qualifications & Requirements	<ul style="list-style-type: none"> • Previous work experience in an outdoor setting preferred but not essential • Willingness to undertake all types of work required • Proven experience of working in a customer facing role • Ability to be flexible with hours, particularly during the peak season (March to September) • Commitment to shifts once allocated (provided with two week's notice)
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Please note: Hertfordshire Scout sites are not well serviced by public transport and therefore it is advised that personal, or a reliable, means of reaching our sites is required.