

SPORT NORTHERN IRELAND
TOLLYMORE NATIONAL OUTDOOR CENTRE
INSTRUCTOR DEVELOPMENT PROGRAMME 2017-2018
JOB DESCRIPTION

Position: Participant, Instructor Development Programme
Reporting to: Head of Mountaineering
Hours of Work: 37 hrs per week

Participants will attend Tollymore National Outdoor Centre five days per week, which will include weekends. Participants will be required to live on site during their working week. The working week will be divided between specific operational duties associated with 'Front of House', 'Climbing Wall', 'Stores' and 'Centre Assistant' duties, the remainder of the time will be used to maximise training opportunities alongside full time instructional staff and casual instructional staff. A detailed work programme will be completed in advance, to allow for attendance on courses, gaining personal experience and co-ordination of duties.

Training Opportunities

A full list of training opportunities is outlined in the scheme description.

Full time instructional staff will help with training plans, offer advice and discuss training opportunities.

General Responsibilities:

Participants in the Instructor Development Programme (IDP) will be responsible for

- Maintaining a personal training log
- Attending formal training courses, as required
- Attending specific informal training, as required
- Planning and gaining personal experience outside formal and informal training.
- Fulfilling specific operational duties, outlined below
- Living on site during the working week

Operational Duties:

The scheme is structured so over a set time period that each participant in the IDP will have a series of duties and responsibilities generally associated with

1. 'Course Assistant' duties
2. 'Front of House' duties
3. 'Stores Duties' duties
4. 'Climbing Wall' duties
5. and any other duties.

Course Assistant Duties and Responsibilities

Participants on the IDP will be required to complete duties to assist the full time instructional staff and casual workers at specific times during their work rota.

These duties will include:

- Assisting instructional staff planning and providing activity sessions
- Preparing course materials as required
- Observing full time and casual staff deliver programmes
- Checking groups return to the Centre, as appropriate, including use of 'ETA' Board and 'ETA' Procedure.
- Issuing equipment to course participants
- Liaising with course staff to ensure that all course resources such as projectors, flipcharts etc are ready for use
- Ensuring that all equipment is returned to the relevant stores, as required
- Delivering or supporting the evening programme, as required
- Ensuring all course participants complete 'Customer Satisfaction Forms'
- To be 'Duty Instructor' as required
- To carry out 'Front of House Duties' as required

When on 'Course Assistant Duty' IDP participants will also be responsible for 'Front of House' and 'Stores' duties at weekends.

Front of House Duties and Responsibilities

Participants on the IDP will be required to assist with general reception and office duties at specific times during their work rota.

These duties will include:

- Welcoming all course participants to the centre and directing them to their bedroom, instructor, meeting room or other location as appropriate.
- Issuing course participants with relevant centre information, including safety information, keys / security cards / door codes, directions and any other information that may be needed
- Ensure that all course participants sign in as required
- Print off the weather forecast and place a copy on the appropriate notice boards on a daily basis.
- Answering incoming telephone calls to the Centre and direct to appropriate personnel.
- Providing an effective link between callers and staff by taking messages when necessary, including the name and return telephone number of the caller and ensuring that all messages are forwarded to the relevant staff member.
- Dealing with face-to-face enquiries from members of the general public ensuring a polite, courteous and efficient service at all times.
- Updating relevant databases.
- Receipt of Goods inwards in compliance with Tollymore procedures.
- Signing people into the Climbing Wall in line with procedures, as required.
- To be 'Duty Instructor' as required

Stores Duties and Responsibilities

Participants on the IDP will be required to assist with Stores duties at specific times during their work rota.

These duties will include:

- Opening the stores at specific times and preparing all relevant documentation. Stores will generally be open before breakfast and at the end of the day.
- Signing in and out equipment as required,
- Cleaning stores and drying rooms as required
- Clearing drying room on Monday mornings and returning all equipment to the stores
- Ensuring that the stores and drying rooms are clean and tidy
- Assisting with stock takes
- To be 'Duty Instructor' as required
- To carry out 'Front of House' duties in the evenings, as required

When all duties associated with the upkeep of the stores have been completed, participants on the 'Stores Duty' rota will assist other participants on their duties, as 'Course Assistant' or 'Front of House' staff.

Climbing Wall Responsibilities

Participants on the IDP will be required to assist with 'Climbing Wall' duties at specific times during their work rota. When on 'Climbing Wall Duty' IDP participants will be required to work at reception in the climbing wall on three evenings per week.

Responsibilities will include:

- Ensuring that the wall is clean and tidy,
- Ensuring that sign in sheets are available,
- Ensuring that all users receive a warm welcome to the facility
- Providing information, processing membership enquiries and dealing with queries as required.
- Dealing with telephone enquiries
- Ensuring that all wall users read instructions, rules and regulations, sign in and pay the appropriate amount,
- Ensuring that all users abide by the rules and regulations of the facility.
- Hiring equipment and taking payment as appropriate,
- Serving refreshments and taking payment as appropriate,
- Cleaning the climbing wall including mopping floor, cleaning desk, cleaning changing and toilet areas, cleaning tables and chairs, washing dishes and cleaning kitchen area at the end of each evening session
- Cashing up at the end of the evening, completing all paperwork and putting any money received in the safe, and
- Locking up and setting the alarm on closing.
- To be 'Duty Instructor' as required
- To carry out 'Front of House Duties' as required.

Other Responsibilities

Additionally, all participants will have duties and general responsibilities associated with the day to day delivery of courses in the centre. These will include:

Those associated with the role of 'Duty Instructor' (DI).

The primary role of the DI is to ensure the safety of Tollymore residents and the security of the building during the evening and at night, particularly in case of fire. Each night one IDP participant is on duty call 10.00 p.m. – 8.00 am.

Pre course responsibilities:

- Ensure that course participants are aware of security procedures when they leave the centre at night,
- Assist in the delivery of the evening programme, as required

- Ensure that the drying room is switched on,
- Ensure that the centre is secure each night
- Ensure that course participants strip beds of laundry at end of course
- At the end of each course, collate all course paperwork, attach it to the course clipboard and leave it on the Office Managers desk.
- Assist course staff to return equipment to the stores and drying areas as required
- Ensure that the centre is locked, alarm is set, as required
- Take telephone calls as required
- Act in accordance with the Centres Accident and Emergency Procedure in the event of an accident.

Those associated with general duties in the centre

Occasionally, during busy periods, or periods when housekeeping and maintenance staff are unavailable, IDP participants may be required to assist with general duties in the centre. These duties may include:

- To assist housekeeping staff during exceptionally busy period in the centre
- To assist maintenance staff as required.
- To serve tea, coffee and snacks as required.
- To be available to assist on Centre related duties, outside normal working hours and / or remote from the Centre,
- To attend meetings, as required,
- To assist with the operation of the Centre's systems and procedures,
- To assist and support other centre staff as required,
- To report any damage to the maintenance officer,
- Take an active part in the Annual Performance Review and Training and Development Planning process including, the identification of personal training needs and bringing to the attention of the line manager.
- Undertaking learning and development as identified as a result of Performance Review and Training and Development Planning process.
- To take an active part in the Sport Northern Ireland's Investors in People Programme including undertaking training and development as discussed and agreed with Line Manager.
- To take an active part in Tollymore National Outdoor Centre's Quality Scheme
- To undertake any other relevant and related duties as may be reasonably required from time-to-time by your Line Manager.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the organisation.