

**The Horstead Centre**

Josie Barnett  
Centre Manager

Old Rectory, Rectory Road  
Horstead, Norwich NR12 7EP

01603 737215

Josie.barnett@norwich.anglican.org  
www.norwich.anglican.org/horstead

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## Volunteer scheme

### Job Description

#### **Role Title**

Volunteer Instructor (Activity Instructor & Customer Service)

#### **Role Summary**

To work as a member of our staff team giving a warm welcome to groups who visit the Centre, providing an enjoyable programme of outdoor activities and friendly residential guest care.

#### **Horstead Centre Vision**

We provide exciting residential and activity day experiences offering the best opportunities for educational, personal, social and spiritual development.

Open to all young people, we operate in partnership with group leaders to plan tailored programmes for all ages, specialising in 8 -13 year olds.

We have been operating for 40 years and maintain a safe, welcoming environment through our new: qualified, professional and dedicated staff team.

We are a registered charity trust governed by a Board of Trustees on behalf of the Church of England, Diocese of Norwich.

Schools and youth groups visit for a single day session or stay for a number of days.

Our activities include:

• Archery	• Night Line
• Open Canoeing	• Low Ropes and Tunnel Course
• Kayaking	• Raft Building
• Climbing	• Village Trails
• Abseiling	• High Ropes Course
• Zip Wire	• Jacob's Ladder
• Horstead Team Challenge	• Crate Stacking
• Orienteering	• Evening Bonfires

The Horstead Centre draws its values from its Christian roots with the Church of England and is committed to enabling all our workers to be effective by providing efficient management and appropriate training.

## **Role Description**

The main aim of an activity instructor and customer focus worker is to provide the programme of activities and guest care as part of a small team. This is a key role in the life and work of the Centre and you will play a full part in all aspects of the centres operation to meet the needs of our young guests and their group leaders. As a modern apprentice you will have lots of direct contact with our guests. Therefore, the quality of your interaction with our guests is perhaps the most significant factor on how our young guests experience of the centre.

Qualities we are looking for someone who is and will be:-

- **Enthusiastic** to share, demonstrate and teach new skills and be a role model to our young guests.
- **Encouraging** of people of all ages and abilities to achieve and grow in levels of self-confidence.
- **Obedient** to health and safety requirements including clothing for the varied tasks your role including food preparation, maintenance and activity instructing.
- **Mindful** of your appearance and behaviour so that you present a professional impression.
- **Ready** to take on responsibilities and use your own initiative and confront challenges head on
- **Committed** to the cause, and the potential of working long hours/days
- **Show Enthusiasm** (and kit) for working in all weathers
- **Inspiring** to gain the trust of others by being open, honest, fair and reliable
- **Professional**, enthusiastic attitude to working in the Outdoor industry
- **Motivated** even during what may be long working days full of varied tasks such as instructing, maintenance and kitchen duties.

## **What are the duties we ask of you?**

You will operate as a member of small team, responsible for delivering and helping to deliver our outdoor activities and residential guest care services to our visitors, who are normally children and young people.

1. You are prepared to undertake formal in house training where and when appropriate.
2. You instruct group activities, both on Centre grounds and on the nearby River Bure, working as closely as possible with the group leaders.
3. You are fully aware of all the safety policies and procedures ensure that they are adhered to at all times.
4. As part of the work rota you undertake group meal preparation, cooking, serving, cleaning, laundry and washing up.
5. You assist in general maintenance where necessary, including maintenance of the grounds, equipment and building (such as decorating, gardening etc.).
6. In the event of the absence of the centre warden, as part of the work rota you undertake overnight 'on call duties' where appropriate accommodation and support will be provided.

This list is only a guide to the main tasks of your role and from time to time other tasks and duties may be requested.

**Volunteer instructor** - (Activity Instructor/Guest Care Workers) are accountable to the Operations Manager or the General Manager for line management

Conditions of the apprenticeship position:

The initial appointment is for one year.

The post is subject to satisfactory references, medical and criminal procedure reports.

Your full Employment Terms and Conditions will be contained in your employment contract and staff handbook.

**What can we offer you?**

An invaluable introduction into the outdoor industry

Responsibilities and an opportunity to learn many new skills

Accommodation for the duration of the Volunteer position

Weekly pocket money

In house training and experience instructing and or assisting the instruction in all of our activities

1\* and or 2\* Canoe and Kayak

Applicants must be 18 or over.

We look forward to hearing from you!

Information correct at 23<sup>rd</sup> September 2011