

Outdoor Education Coordinator/Lead Instructor
Initial fixed-term contract until 31.12.19 (extension to 31.12.21 subject to annual funding conditions and role requirements being met)
Anticipated start date: mid-March 2019, earlier if possible

Role Profile and Job Description

January 2019



The Pirate Castle – Background and Role Overview

The Pirate Castle is an inclusive boating charity and fully accessible community centre on the bank of the Regent's Canal in the heart of Camden Town. We promote life chances, learning and healthy living through a raft of specialist canal and land-based initiatives and have been flying the flag for opportunity and adventure for over 52 years.

Canoeing, kayaking and canal boating are core to our work and we strive to tackle disadvantage, challenge exclusion and support the more vulnerable members of our community through all that we do. With a focus on children, special needs and disability (SEND) groups of all ages and people facing wider hardship, our projects and services improve health and wellbeing, nurture life and social skills and bring people together through active participation - regardless of their ability or personal circumstances.

As a founding member of the National Community Boats Association (NCBA) we were at the forefront of developing nationally recognised training, accreditation and licensing frameworks for community boating operations across the U.K. We are also affiliated with British Canoeing and the Royal Yachting Association (RYA). Together with our staff, British Canoeing-accredited freelance instructors and amazing team of volunteer boat skippers and crew, we offer training and skills development in paddle sport, canal boat handling and community boat management - along with more leisurely, social and therapeutic community activities from our unique canal-side setting.

With a long history as a provider of unique community services, we have forged a trusted reputation for running effective, affordable and accessible Outdoor Education and canal boating initiatives that help our beneficiaries develop new skills, improve health and self-confidence and bring people together in a safe, interesting and enriching environment.

The **Outdoor Education Coordinator/Lead Instructor** role is pivotal to achieving our future ambitions for growth and long-term organisational stability. Increased in-house instructor capacity will support more flexible scheduling, allowing us to deliver more paddlesport/Outdoor Education activities throughout the year to meet growing demand, particularly during term time. We also aim to increase the availability of affordable/free activities through wider partnerships with local schools, social housing providers and frontline/voluntary support services, along with developing new schemes and collaborative initiatives so that we may benefit even more people and increase our charitable impact.

The Pirate Castle team is friendly and supportive, with a shared commitment to delivering high standards of service and customer satisfaction. We like to go the extra mile to inspire confidence in our clients, partners and funders and thrive on delivering activities that make a positive difference to our beneficiaries' lives, health and wider wellbeing. This is an exciting opportunity for an accomplished British Canoeing paddlesport coach who shares our commitment and passion to join The Pirate Castle and help us achieve the next stage of our development.

Role Summary

Working under the supervision of the Development Manager and reporting to the General Manager and Trustee team, the Outdoor Education Coordinator/Lead Instructor will provide day-to-day supervision and delivery of kayak, canoe and/or bell-boating sessions which form the basis of our core Outdoor Education services. These include provision of our Holiday Scheme programs, term-time After School and Saturday youth kayak sessions ('Pirate Club') and services for schools, community and SEND/support groups. They will also take an active role in promoting our Outdoor Education projects and services more widely to increase engagement, along with helping to develop new initiatives to enable us to benefit more people from our community.

The role will be responsible for the day-to-day coordination of client bookings for Outdoor Education services, responding to incoming enquiries via telephone/email and issuing bookings using in-house systems (with support from our Office Administrator and wider team). They will also schedule/manage freelance support instructors as required to ensure appropriate cover for Holiday Schemes and bookings from community groups, schools and private clients to ensure that qualification levels/supervision ratios are in line with best-practice/operational procedures.

The Outdoor Education Coordinator/Lead Instructor will be responsible for fleet/equipment checks and maintenance, session planning, assessing client progression and monitoring the service to assure consistent quality standards and enhance service users' experiences. The post-holder will also provide ongoing training as required to upskill our freelance/volunteer support teams and support progression of youth/adult paddlers towards British Canoeing awards and coaching accreditations.

The successful candidate will be required to undertake in-house training in Year One to become a National Community Boats Association-accredited canal boat skipper. Once qualified, the post-holder will also contribute to the delivery/growth of our 'Camden Community Cruises' initiative and private-hire canal boating services, when available (with Outdoor Education delivery taking priority). Increased skipper capacity will allow us to run more canal boating activities within our Holiday Schemes.

This is a full-time role (40 hours per week) for an initial fixed-term contract until 31st December 2021 (subject to successful completion and review of a 6-month probationary period). A core Business Plan aim is for the post to become self-financing by the end of the 3-year grant period as delivery and income levels increase. If the post-holder and wider staff team are successful in achieving this aim, we anticipate being in a position to fund the role for the longer term.

The core working pattern will be 5 days per week (8 hours per day, including 1 hour for lunch), including Saturdays. Some flexibility will be required over peak/busy periods (e.g. school holidays and the spring/summer season), with potentially some evening work to meet demand.

Annual leave entitlement: 25 days per annum (calculated pro-rata), plus Bank Holidays. Time off in lieu will be offered in the event of Bank Holiday work requirements.

The starting salary will be in the region of £26,500 - £29,500 per annum, depending upon the successful candidate's level of qualification, skills and experience. The Pirate Castle also invites employees to enrol on to the NEST pension scheme and will make employer/employee contributions through payroll functions for all enrolled staff in line with government requirements.

The post is primarily based at The Pirate Castle in Camden Town, London. You may also be required to undertake short trips elsewhere in London and/or the UK for meetings, community liaison, networking and/or running expeditions or residential trips as part of your duties.

Person Specification

The ideal candidate will preferably hold a British Canoeing Performance Coach (formerly Level 3) accreditation, with active British Canoeing membership and all relevant coaching updates/CPD in place. Applications from highly experienced Coach Award (formerly Level 2) instructors will also be considered, providing they meet/exceed the stated criteria and are prepared to undertake further coaching development in Year One to fulfil the role's wider requirements.

Previous experience of successfully coordinating, leading, delivering and assessing Outdoor Education/paddlesport activities in a similar setting or Outdoor Activities Centre is essential. Current First Aid, Safeguarding (British Canoeing/NSPCC 'Time to Listen'/Welfare Officer level or equivalent) and Disability Awareness and/or British Canoeing 'Paddle-Ability' are desirable, although training will be available if the successful candidate has any training gaps/refresher needs in Year One.

You will need to be a self-starter, with excellent personal/time management skills and a commitment to excellent customer/delivery standards. You will also need to be a positive role model and ambassador for both The Pirate Castle and paddlesport at all times.

Reliable IT and data management skills essential (Microsoft Office, Outlook etc.), along with good written/spoken English and numerical skills.

Further details about the role and its core requirements are set out in the attached **Job Description**.

To apply, please send your CV detailing all relevant experience and a cover letter outlining your suitability for the role and motivations for working with The Pirate Castle to:

Kal Webb, Development Manager
kal@thepiratecastle.org

Closing date: 18:00 on Friday 8th February 2019

Job Description

BASIC DETAILS

POST TITLE:	Outdoor Education Coordinator/Lead Instructor
LINE MANAGED BY:	Development Manager
RESPONSIBLE TO:	The Pirate Castle General Manager and Board of Trustees
RESPONSIBLE FOR:	The day-to-day coordination, supervision and lead delivery of The Pirate Castle's Outdoor Education/paddlesport sessions and Holiday Scheme services. This includes scheduling/managing support freelancer instructors (as required), assuring high delivery standards, session planning and monitoring client progression pathways, service evaluation and the development of new initiatives in line with the Charity's strategic objectives and business plan.

No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time

MAIN PURPOSE

1. Session planning and delivery of safe/effective paddlesport sessions and Outdoor Education/Holiday Scheme programs to core beneficiary/wider client groups, ensuring appropriate levels of enjoyment, challenge and/or progression as required to meet client needs and/or required outcomes (client, organisational, partner and/or funder)
2. Oversight and recording of client consent forms, attendance, progression and assessment (BC Personal Performance Awards)
3. Regular checks and ongoing maintenance of paddlesport fleet and safety equipment
4. Scheduling and managing the freelance instructor and/or volunteer support team as required to ensure appropriate cover for sessions/activities in line with British Canoeing best-practice and in-house risk assessments
5. Processing and coordinating client bookings for Outdoor Education services; respond to incoming customer enquiries via telephone/email; create/issue bookings using in-house systems and client follow-up

6. Monitoring and review of Outdoor Education services to deliver consistently high standards of quality and client experience, evidence impact and inform project development
7. Accurate administration and recording of Outdoor Education KPIs/associated data for reporting to Management Team, Trustees and/or funders
8. To work with due regard for his/her personal safety and that of others in the Centre and wider activity environments
9. Cultivate and maintain positive relationships with service users, partners and external stakeholders
10. Take an active role in promoting The Pirate Castle's Outdoor Education projects and services to drive increased uptake and income
11. Working with other members of the staff team to develop new products and enhance existing services to benefit target beneficiaries and wider groups, within the overall strategy and Business Plan as agreed by the Trustees

Operational delivery

1. To support the General manager and staff team in the effective delivery of the organisational plan
2. To attend Trustee meetings as required, preparing reports and responding to information and data requests
3. To attend meetings, events etc. outside of usual office hours as required

PERSON SPECIFICATION

Essential

- At least 3 years' experience of leading/coordinating youth/inclusion/adult paddlesport sessions in a club and/or community sport setting
- British Canoeing Performance Coach (formerly Level 3) or Coach Award (formerly Level 2) accreditation
- Active British Canoeing membership with all relevant coaching updates/CPD in place
- Current British Canoeing Personal Performance Awards Provider
- Paddle-Ability certification and/or significant experience of working with individuals/groups with mild to moderate additional support needs
- Enhanced DBS check result to Charity's satisfaction

- Valid First Aid certificate
- Valid Safeguarding Level 2 or 3 certificate (e.g. British Canoeing/NSPCC 'Time to Listen'/Welfare Officer level or equivalent)
- Competence in applying British Canoeing best practice and delivering successful paddler progression/assessment pathways
- Excellent customer care skills, with high levels of safety and professionalism
- Friendly and approachable with a calm, natural leading style and ability to inspire others to achieve great results
- Maturity and calmness under pressure
- Ability to plan, prioritise and manage own workload and manage conflicting responsibilities
- High standards of personal presentation
- A team player with excellent communication and interpersonal skills across all client and stakeholder groups
- Ability to monitor, evaluate and review services/client progression and compile reports
- High standards of written, numeric and IT (MS Office) skills
- Flexible and adaptable to change

Desirable

- Foundation, Safety & Rescue provider and/or additional British Canoeing/ Royal Yachting Association coaching/leadership awards (e.g. white water/discipline specific coach; moderate white water endorsement - or working towards accreditations)
- Full, clean UK driving licence