Senior Activity Instructor Application Pack

£16,186 - £18,705 per year
Foxlease
Lyndhurst, Hampshire

Closing date: 09 May 2017 at 9am
What our staff say about Girlguiding

Girlguiding participates in the Charity Pulse Staff Satisfaction Survey conducted by Birdsong Charity Consulting and *Third Sector* magazine. The aim of the research is to build up a picture of working life in charities and help to raise the standard of people management in the sector. This data is also available to help individual charities benchmark their staff satisfaction. In 2015, individuals representing over 170 different UK charities took part in the Charity Pulse survey.

Girlguiding’s 2015 staff satisfaction survey results showed that, overall, our charity outperforms the benchmark on 33 out of the 45 comparable questions. Girlguiding outperforms most significantly in the areas of people management, personal development, recommending the charity as an employer and overall job satisfaction.

- 89% of staff enjoy working with the people at Girlguiding.
- 84% of staff like their working environment.
- Over 80% of staff are clear about what is expected of them in their role and feel that managers communicate with them in an adult and respectful way.
- Over 80% of staff have confidence in their CEO.
- 75% of staff feel diversity is valued and over 80% are proud to work for Girlguiding.
Welcome

I am so pleased that you are interested in joining our team. This is a really exciting time for Girlguiding. In the past few years we have undertaken a process of significant change: we have totally reconfigured our governance structures, developed the charity’s five-year strategic plan, increased our reach to more girls and young women across the UK, and have increasingly becoming a passionate champion of the voice of girls and young women in wider society. We are ambitious to support our 100,000 adult volunteers - incredibly committed and passionate people who deliver guiding on the ground week in and week out through thirty thousand groups to our half a million members.

As the largest charity dedicated to girls and young women in the UK, and one of the largest and leading youth charities, we have a big responsibility to the future generation. We take that responsibility seriously and while we have much to be proud of in our over one hundred years of history, we know that to remain vibrant and relevant to young people we must continually evolve. The key to this is putting young people at the heart of the organisation.

While Girlguiding’s young members may be female only, our staff team is mixed gender and we welcome applicants from any gender and background. I am immensely proud to be CEO of this fantastic charity. After reading the application pack I hope you feel inspired to join us.

Warmest wishes,

Julie Bentley

Chief Executive
About Girlguiding

Girlguiding is the leading charity for girls and young women in the UK and the largest female-focused charity, with over half a million members.

Our professional staff team of 240 support a dedicated network of 100,000 amazing volunteers. We are active in every part of the UK, delivering 30,000 guiding meetings a week that give 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. Through these weekly meetings our girls and young women are exposed to fabulous age-appropriate opportunities.

Our youngest group, called Rainbows (girls aged five to seven; four to seven in Northern Ireland), follow a programme called the Rainbow Roundabout. They take part in lots of different fun activities such as exploring the wider world through interactive games and unique events.

Brownies are girls aged seven to ten who follow a programme called the Brownie Adventure. Being a Brownie opens up a world of exciting challenges and the opportunity to try new things such as camping adventures and once-in-a-lifetime events like sleeping overnight in London Zoo and meeting the Prime Minister at 10 Downing Street!

Guides are girls aged 10 to 14 who are given the chance to develop their individual skills and abilities, to explore their attitudes and develop their personal opinions, and to try out new challenges as part of a team. Guides can get involved in anything from adventure sports to performing arts, travel and taking part in social action projects. Guides also have an annual pop concert just for them called the BIG GIG!

The Senior Section offers young women aged 14 to 25 the opportunity to develop their skills and abilities through a flexible and inspiring programme. Our oldest youth members are offered a huge variety of challenges, activities and opportunities for personal development, including overseas development projects, young leadership and advocacy.
Our strategy

In 2015 we launched our five-year strategy - ‘Being our best’ - following an in-depth consultation with our girls and young women, volunteers, staff, parents and external stakeholders.

Our plan focuses on four key themes as follows.

EXCELLENCE

Our commitment: We will get better and better at all that we do for girls.

What does this mean?
- Our programme will offer girls the opportunities that they want and need.
- Volunteers will benefit from more support and training.
- Girls will have even more opportunities for fun and adventure and will make an even bigger difference in their communities.

ACCESS

Our commitment: We will work together to ensure that more girls from all backgrounds benefit from what we do.

What does this mean?
- More people will hear about Girlguiding, and will be inspired to join.
- All the girls who want to join will be able to access the benefits of guiding.
- More volunteers will join so that we can change more girls’ lives.

VOICE

Our commitment: We will listen to girls and promote their voice.

What does this mean?
- Girls will be empowered to take action in their community.
- Girls’ voices will be heard in guiding and beyond.
- We will be experts on what girls think.

CAPACITY

Our commitment: We will work collaboratively to improve our processes and decision-making.

What does this mean?
- Improved systems and processes will make guiding easier.
- There will be less administrative pressure on volunteers.
- More support will be offered behind the scenes.
Our leadership team

Our governance structure
The role

Overall purpose
- To assist the Deputy Manager in the management of staff by:
  - co-ordinating the work of the Activity Instructors
  - supervising the day to day operation of the instructed activities.

Main areas of responsibility
- To allocate and supervise the day to day work of the Activity Instructors.
- To liaise with customers and create programmes of activities
- To ensure that facilities and equipment are checked and maintained in line with defined standards, and to ensure that the relevant records relating to this are kept up to date.
- To help prepare necessary documentation and equipment for external recognition.
- To plan and deliver sessions and staff training in line with agreed objectives and consistent with National Governing Body or industry standards.
- To ensure all participants have an enjoyable learning experience and will want to return again.
- To deal with as appropriate and report any safety hazards to the line manager at the earliest opportunity.
- To administer first aid, if qualified, or to ensure that first aid/medical assistance is called at the earliest opportunity if an accident occurs on session.
- 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 assist the deputy manager with staff training.

Additional information
- To undertake any other duties that may reasonably be required to fulfil the duties of this post.
- This post requires frequent weekend and evening work and the ability to work flexibly to the needs of the business.
# The person

## Skills

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<tr>
<th>Criteria</th>
<th>Assessment</th>
<th>Essential or Desirable</th>
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<tbody>
<tr>
<td>Qualification (NGBs) in at least 2 of the activities delivered at the TAC - UKCC level 2 essential</td>
<td>A</td>
<td>E</td>
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<tr>
<td>The ability to train other staff</td>
<td>A</td>
<td>D</td>
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<tr>
<td>Good interpersonal skills, building productive relationships with colleagues and customers by remaining polite and diplomatic at all times</td>
<td>I</td>
<td>E</td>
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<td>Good verbal and written communication skills (including questioning and listening skills)</td>
<td>I</td>
<td>E</td>
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<td>A disciplined approach towards creating and maintaining effective documentation of records, monitoring and checks.</td>
<td>I</td>
<td>E</td>
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<tr>
<td>Able to prioritise and organise workload to meet objectives and deadlines</td>
<td>I</td>
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## Experience of

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<th>Essential or Desirable</th>
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<tr>
<td>Experience in a range of outdoor and adventurous activities</td>
<td>A</td>
<td>E</td>
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<td>Experience of activity delivery within an activity centre</td>
<td>A</td>
<td>E</td>
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<td>Experience of supervising staff</td>
<td>A</td>
<td>E</td>
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<td>Experience of a customer focused industry</td>
<td>A</td>
<td>E</td>
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## Knowledge

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<th>Criteria</th>
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<th>Essential or Desirable</th>
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<tr>
<td>Knowledge of a broad range of activities and their delivery</td>
<td>A/I</td>
<td>E</td>
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<tr>
<td>Knowledge of a variety of learning and teaching styles</td>
<td>A/I</td>
<td>D</td>
</tr>
<tr>
<td>Knowledge of Outdoor Education philosophy and ethos</td>
<td>A/I</td>
<td>D</td>
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A = Application Form   I = Interview   T = Test
Employment details

Contract type

This post is permanent and for 35 hours per week. Working hours are flexible and vary in line with the business. They will be worked over five/six days per week. As the Training and Activity Centres are open seven days a week, you will be required to work mornings, evenings, weekends and bank holidays. Overtime is not paid.

Location

You will be based at Foxlease, Clay Hill, Lyndhurst, Hampshire SO43 7DE. Occasionally, you may be required to perform your duties from other Girlguiding premises within a reasonable travelling distance of this location. You may be required to travel inside the UK on the business of the charity.

Salary

The salary for the position is £16,186 - £18,705 per year. It is our normal practice to appoint at the bottom of the scale but this can be reconsidered in an exceptional circumstance. This post has the opportunity for development within the centre organization.

Holiday entitlement

25 days of paid holiday per year plus bank holidays. This increases after two years of service to 26 days, and then a further one day for every two years of service up to a maximum of 30 days after ten years of service.

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 undergo a criminal record disclosure check.

Upon successful appointment, if you are required to complete a medical questionnaire and a criminal record disclosure check, employment is subject to satisfactory receipt of these.

Probation

This post will be subject to a probationary period of 26 weeks.

Notice period

During probation the notice period is one weeks for both parties, and 4 weeks thereafter.
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. As the Training and Activity Centres are open seven days a week, you will be required to work mornings, evenings, weekends and bank holidays.

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
The closing date for applications is 09 May 2017 at 9am. Please complete the application form and the equal opportunities monitoring form and return them by email to hrvacancies@girlguiding.org.uk. Alternatively, post the completed forms to Human Resources, Girlguiding, 17-19 Buckingham Palace Road, London SW1W 0PT.

Candidates shortlisted will be invited to attend interviews on the week commencing 15 May 2017. Interviews will be at Foxlease, Clay Hill, Lyndhurst, Hampshire SO43 7DE.

Unfortunately we are unable to give feedback to applicants not shortlisted for interviews. We do provide feedback upon request to candidates interviewed.

To apply for this role please click the link below for an application form:

https://www.girlguiding.org.uk/about-us/jobs-at-girlguiding/vacancies/