



LOW MILL OUTDOOR CENTRE

Dedicated to the development of people through outdoor adventure and learning



Applicant Information Pack Chief Instructor

Hello, can you help us?

We are Low Mill Outdoor Education Centre, we are a small outdoor centre nestled in the heart of the Yorkshire Dales National Park here in Askrigg in Wensleydale. Prior to the pandemic we had a thriving centre working with around 1500 young people a year from across the region. Our aim is simple, to offer high quality residential outdoor experiences that develop key skills in the young people we work with.

As we look to reopen at a time where our services are never more needed by young people we are seeking a brand new team to reanimate the centre supported by a dedicated and engaged team of trustees.

Sound interesting? Find out more about Low Mill and our aims by visiting our [website](#) then if you fall in love with this great centre in this amazing location read on to find out more about the role.

You'll be enabling young people to have life changing experiences, but what's in it for you?

- Opportunities to learn and develop.
- Being part of a new team eager to make a difference.
- The option to live in a shared house on site.
- 28 days holiday per year including public holidays.
- Work in the Yorkshire Dales National Park, a fantastic location for outdoor adventure and sports.

About the Role

Responsible to:	The Trustees, an individual line manager will be assigned on appointment.
Term:	Permanent.
Salary:	£32,000 per annum.
Hours:	40 hours per week.

What's Expected?

You'll be a well-qualified and experienced outdoor practitioner who shares our passion for enabling young people to have amazing residential experiences in the great outdoors and accessing life changing adventures.

You'll build a strong relationship with customers, freelancers and the community whilst ensuring our equipment and resources are all fit for purpose and well maintained.

This isn't just about being outdoors you'll have the strong organisational skills required to plan programs which meet the needs of our customers, organise the staffing and logistics to deliver the programs and make sure all our operating procedures, risk assessment and all the other required documentation is kept in order.

This isn't just about doing the day to day though, there is an opportunity to work with the Customer Experience Manager and the trustees to dream big and help us develop the centre and what it offers as we look to thrive in this next phase of Low Mills existence.

We are ultimately looking for someone with awesome instructing skills who can be a great role model for the instructor team you'll be leading.

Key Accountabilities

- Provide helpful, supportive and friendly service.
- Create and deliver efficient and amazing programs to meet the needs to our customers and within budget.
- Maintain and keep accurate records of all our equipment.
- Balance customer needs and expectations, our operational capacity, and our income targets to ensure every group has a great experience.
- Assist with work to market Low Mill, to increase awareness, generate revenue and grow Low Mill.
- Line Management of the instructor team.
- Ensure all training requirements are met for the team, kept up to date, organise training as required and keep accurate records.
- Ensure all risk assessments, operating procedures and associated paperwork is kept up to date and reviewed in a timely manner.
- Be responsible for ensuring we are compliant with regulation pertaining the AALA and any non statutory schemes we apply for, in agreement with the trustees.
- Manage relationships with key contractors, technical advisors and relevant industry bodies.
- Maintain strict confidentiality and data protection standards when dealing with personal details and privileged information.
- Carry out other customer service tasks as required, commensurate to the role.

About you

Skills and abilities

- Excellent customer service and interpersonal skills.
- Great coaching and line management skills
- Highly effective written and verbal communication.
- Attention to detail and organisation skills.
- Good computer literacy with experience using Office applications and tools.
- Ability to plan and prioritise own workload.
- Ability to problem solve and deal with complaints.
- Ability to collaborate and think beyond the obvious.

Knowledge, experience and qualifications

- Prior experience in outdoor education, residential centres or a related industry (e.g. hospitality or education).
- Prior experience in providing high-quality design and delivery of programs
- Experience of line management.
- Experience managing contractors.
- Used to working with budgets.
- At least 2 of the following qualifications (ML, Rock Climbing Instructor, BCAB Coach Award (or equivalent)).
- Must hold a D1 License.

Personal qualities

Shares our values. We are a values driven charity; so an ability to collaborate and cooperate with others is going to be first and foremost.

We trust our team to do what they do, so being self-motivated and comfortable managing your own workload will be essential.

Positive and proactive – able to embrace change, challenge and opportunities.

A belief in our work to make a difference to young people.

Safeguarding young people

As a youth focused organisation, applicants agree to comply at all times with the safeguarding rules including vetting and Basic/Enhanced DBS checks.

How to apply

Please apply by submitting a CV and covering letter by email to info@lowmill.com by midnight on 25th November

Initial interviews will be held the week beginning the 5th December

If you'd like to find out more to see if this role suits you we'd be happy to have an informal chat with you, just drop us a line on the email above and we'll arrange a site visit, call or online meeting to suit.