



Activity Supervisor Job Description

Pay Grade: £9.00 per hour

Contract Length: Full Time Seasonal Contract April – October 2018

Reports to: Senior Management Team

Summary of Role

To lead a team of instructors delivering a professional and safe programme of activity, on and off the water at Port Edgar Watersports, South Queensferry. To deliver or facilitate effective training to staff team, following the recommendations of the National Governing bodies and the Port Edgar Operating procedures.

Key responsibilities and tasks

1. Present a professional approach to your role, and to maintain excellent customer service at all times.
2. Create a safe, informative, and inclusive environment for all staff and clients to operate in.
3. Ensure that all equipment is maintained effectively and a timely manner, by liaising with staff team and management.
4. Assist in the training and motivation a team of instructors to ensure that the highest levels of instruction are met at all times.
5. Create an instructor development programme for each member of staff, and ensure that they receive periodical appraisals and other support.
6. Deliver briefings and debriefings to team, and to support the management in others areas of the business if required.
7. Actively pursue personal development, and ensure that your knowledge of current governing body syllabi is excellent

Personal requirements

Essential Qualifications

- RYA Senior Dinghy or Windsurf Instructor.
- Experience delivering an activity programme.
- Management experience in the outdoor industry.
- Ability to identify staff training needs and to deliver or facilitate training.
- Ability to communicate effectively with staff and clients in high pressure situations, and resolve issues or complaints.

Desirable Qualifications and experiences

- RYA Powerboat, Keelboat Instructor, BSUPA Level 1 or 2 Instructor, UKCC/BC Level 1 or 2 Coach.
- BC 4* Leader or Moderate Water Endorsement in any discipline, sea kayak preferred.
- Any Shorebased Qualifications (RYA First Aid Instructor, SRC etc).
- Experience delivering first aid in practical situations.

Knowledge and abilities

- Able to deliver engaging and safe activity sessions to clients.
- Able to work in a team and individually and maintain effective working relationships.
- Able to work under own initiative and follow verbal and written instruction.

Personal Qualities

- Presentable and punctual at all times.
- Approachable, welcoming, friendly, knowledgeable, and enthusiastic.
- Self-motivated.
- Flexible approach to work in a rapidly changing industry.

Applications should be sent in to jobs@portedarwatersports.com.