

## Role Profile

<b>Post</b>	<b>Adventure Activity Team Leader</b>
<b>Responsible to</b>	<b>Adventure Activity Manager/Deputy Manager</b>
<b>Grade</b>	<b>J</b>

### Job Purpose:

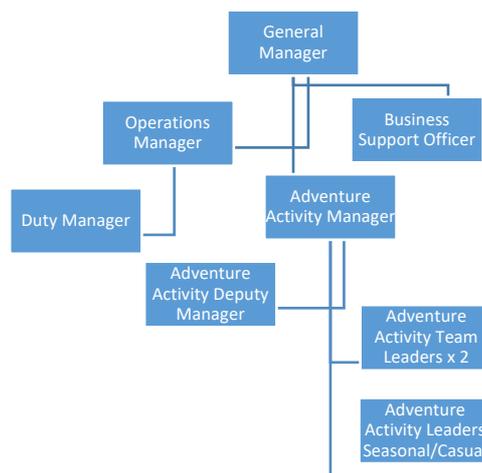
To carry out the day to day work of Brockhole Adventure Activity Centre and Lakeshore Boat Hire Centre, leading activity sessions, hiring boats and ensuring a world class visitor experience whilst maximising income to support the work of Brockhole and the Lake District National Park Authority.

To lead a team of Activity Leaders when required assisting the Managers with rotas, sales, bookings, training and maintenance/repairs.

To lead rescues on the water when necessary and to ensure high standards of Health and Safety at all times across all activities.

To deputise in the absence of the Managers, managing the team and activity programme, managing cash, reporting on sales and supervising/carrying out required maintenance and repairs.

### Team Structure



Number of direct reports: 0

Number of indirect reports: up to 14 seasonal/casual

## **Principal Accountabilities**

**(These can be either assisting the Manager to deliver or, in their absence, leading on these accountabilities)**

- 1 Carrying out or leading (as required) in the daily operations of the Brockhole Adventure Activities, including:
  - Boat hire – motor, rowing, kayaks, SUP's, canoes
  - Bike hire
  - Mini-golf
  - Archery
  - Brave the Cave (indoor caving)
  - Laser Clay Shooting
  - Krazy Karts (electric assisted go-karts)
  - Mini tractors
  - Any other new activities on site
- 2 Ensuring the safe, effective and efficient operation of all of the above activities at all times.
- 3 Carrying out (as required) all necessary administration and cash control procedures relating to the authorities operations procedures at Brockhole, including the use of tills, online booking, computers and all associated reporting
- 4 In the course of hiring equipment provide clear instruction relating to their safe use, including consideration of lake conditions and accepted good practice for lake users.
- 5 Assist with the maintenance and refurbishment on Brockholes fleet of boats and all activity sites and equipment.
- 6 Provide safety cover at the Brockhole site to include water based recovery and first aid
- 7 Complete appropriate personal training courses to ensure that appropriate qualifications and training are completed
- 8 Help with staff training on all activities
- 9 Help to ensure staff rotas are completed so that all activities are fully staffed when required and that cover for breaks is provided.
- 10 Manage and carry out daily cashing up procedures as required following authority agreed procedures
- 11 Help to ensure staff are fully equipped (including uniforms and safety equipment) to provide safe, world class service for all activities for both public and staff
- 12 Ensure all equipment is available for hire and use when required and any maintenance is done with the minimum amount of disruption to hire and use
- 13 Play a full role in the wider programme of activities and the wider offer at Brockhole assisting colleagues in other departments wherever possible including large scale events such as (but not exclusively) Halloween and GNS.

- 14 Ensure the Lakeshore area and all activity areas are kept clean, tidy, safe and presentable at all times – ensuring all equipment is stored safely and tidily at all times.
- 15 During Lakeshore opening times ensure the public use of the jetty complies with our health and safety policies and that there is no diving or jumping off the jetty during opening hours.
- 16 Work with the Managers and Marketing to ensure all activities are promoted well and accurately to maximise commercial returns and that information on the website, social media and booking system is up to date and accurate. Help to create appropriate social media posts.
- 17 Help in the development of a corporate programme of activities working with colleagues to develop and promote this programme and then to deliver the activity part.
- 18 Assist with customer queries in person, by phone, social media and email.



## Person Specification

		Essential (E) or Desirable (D)	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• RYA qualifications</li> <li>• Lifesaving certificate</li> <li>• First Aid qualification</li> <li>• VHF radio operators licence</li> </ul>	D D D D	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working with the public in a similar role</li> <li>• Experience of leading a team</li> <li>• Basic maintenance skills</li> <li>• Boat building or boat maintenance experience</li> <li>• Previous cash handling experience.</li> <li>• Broad experience of watersports</li> <li>• Archery instructor certificate</li> <li>• Experience of working with online booking systems</li> </ul>	E E D D E D D D	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of the geography of the National Park</li> <li>• Awareness of Health &amp; safety policies and codes of practice</li> <li>• Computer literacy</li> <li>• Social Media</li> </ul>	D E E E	
<b>Skills/ability</b>	<ul style="list-style-type: none"> <li>• Strong communications skills</li> <li>• Good leadership skills and ability to work as a positive member of a team</li> <li>• Ability to impart information in an entertaining and accurate manner</li> <li>• Confidence in dealing with the public</li> <li>• Willingness to work outside in all weathers</li> <li>• Ability to lift/carry heavy objects when needed</li> <li>• Ability to maintain a positive approach and good humour at all times</li> </ul>	E E E E E E E	

## Job Specific Competences

<b>Communication</b>	<ul style="list-style-type: none"> <li>• Sharing information openly, both verbally and non-verbally, encouraging others to speak and listening to their views.</li> <li>• Selects appropriate means of communicating.</li> <li>• Listens, receptive to ideas and the feelings and concerns of others.</li> <li>• Tolerates differences and is willing to listen to others views.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Supporting, co-operating and working with others to achieve common objectives.</li> <li>• Motivates self and others to achieve team objectives.</li> <li>• Can work in a climate where people can work together and learn from each other.</li> <li>• Respectful of others in the team and wider teams.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Accurately identifying the needs of internal and external customers and works to exceed their expectations.</li> <li>• Takes pride in turning a negative situation into a positive one.</li> </ul>
<b>Planning &amp; Organising</b>	<ul style="list-style-type: none"> <li>• Identify meaningful, practical techniques and processes that allow priorities to be met.</li> <li>• Adapts to changes and revises the plan accordingly, communicating and working to the new plan.</li> </ul>
<b>Organisational Awareness</b>	<ul style="list-style-type: none"> <li>• Understanding how the business performs, its operating procedures and deliverables, in order to achieve objectives.</li> <li>• Consults with all relevant staff to agree goals and targets to be achieved to meet objectives.</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Takes action to avoid problems or resolve with solutions that fits the needs of the business.</li> <li>• Generates or finds a variety of possible solutions to solve problems.</li> </ul>
<b>Resilience and Tenacity</b>	<ul style="list-style-type: none"> <li>• Overcomes obstacles and delivers results by showing tenacity and persistence.</li> <li>• Takes responsibility for their own mental and physical well-being.</li> <li>• Deals with setbacks in a mature manner.</li> <li>• Takes full responsibility for their decisions.</li> </ul>
<b>Self Development</b>	<ul style="list-style-type: none"> <li>• Ability to identify and maintain a high standard of professionalism and performance by identifying and creating self development opportunities.</li> <li>• Seeks feedback in order to improve performance.</li> </ul>
<b>Motivating</b>	<ul style="list-style-type: none"> <li>• Encourages and supports others, making them want to achieve both organisational and personal objectives.</li> </ul>
<b>Managing Change</b>	<ul style="list-style-type: none"> <li>• Escalates issues to ensure that obstacles do not prevent change happening.</li> </ul>
<b>Improving Performance</b>	<ul style="list-style-type: none"> <li>• Identifies methods of improving own and others' performance to meet organisational objectives.</li> <li>• Is willing to impart knowledge and information to others and give feedback pro-actively.</li> </ul>
<b>Creativity</b>	<ul style="list-style-type: none"> <li>• Applies flexibility, imagination and creative problem solving.</li> </ul>