

Reports to: Outdoor Technical Lead	Responsible for: n/a
Date: February 2026	Salary band: £28,000 to £32,285 per annum based on 40 hours per week
Location: Ambleside site	Contract: Permanent Hours: Full time: 40 hours per week

Role and Responsibilities

Primary - To provide specialist outdoor support, safety and an excellent level of service to the outdoor elements of Brathay's programmes and events

Secondary – Delivers high quality training and learning programmes, including leading certain programmes as a trainer

Key Tasks

Delivery of the programmes and events

- Delivers high quality outdoor technical support, instruction and safety cover to the full range of Brathay's educational programmes and events
- Delivers high quality training and learning opportunities that satisfy the clients objectives using the resources available to each programme
- Models professional best practice during delivery and contributes to the ongoing improvement and development of resources, activities and practice
- Participates in the ongoing improvement and development of educational materials and resources to support delivery and the residential experience
- Adheres to Brathay's Health and Safety policy and procedures and any other health and safety requirements
- Makes an active contribution to safety, including ongoing risk assessment and the diligent use and promotion of accident, incident and near miss reporting
- Attends the appropriate staffing and planning meetings
- Keeps up to date with relevant local and national developments in the sector

Equipment

- Assists with timely PPE and ropes course inspections, and ensures that accurate and up-to-date records are securely filed in line with the HSE and other requirements
- Monitors and maintains equipment, including all outdoor kit, first aid supplies, creative resources etc. in line with centre systems
- Monitors and assists with stock control and auditing of equipment to ensure a high standard of equipment, minimal losses, maximum efficiencies and effective usage

People

- Liaises with appropriate colleagues in preparation for programme or event delivery
- Occasionally attends course director meetings as programmed by line manager and delivers the day-to-day logistical function of the technical support team, ensuring staffing, logistics and resources are appropriate for high quality delivery to the full suite of programmes and events
- Provides absence cover for the Senior Technician
- Assists in the training of other delivery staff and associates in conjunction with both line manager and the Senior Technician
- Fosters relationships with schools and other clients and organisations
- Actively contributes to the staff team by communicating ideas and concerns openly
- Strives to create a working environment that is vibrant, innovative and results focused where people feel valued and supported

Miscellaneous

In addition to the duties listed here, the post holder is required to perform other duties, which are assigned from time to time. However, such other duties will be reasonable in relation to the individual's skills, abilities and grade.

Skills and Experience:

Essential

- Robust, flexible and adaptable, able to perform in many different roles.
- Good knowledge, understanding and application of Safeguarding
- Methodical, with good attention to detail.
- Ability to communicate clearly both verbally and in writing.
- Ability to build effective relationships with clients.
- Self-motivated, with ability to work on their own initiative.
- Experience of providing excellent customer service
- Problem-solving ability: is creative, can generate new ideas, and 'think on your feet' whilst remaining calm under pressure.
- Excellent team-working and team-building skills.
- Competent user of email and internet, spread sheets, word processing, and databases (preferably MS Office)
- Excellent interpersonal skills, with the ability to deal with sensitive issues in a confidential manner.
- Experience of group facilitation as well as training delivery with individuals and groups

Desirable

- Good project-management and time-management skills, with the ability to prioritise and work to agreed deadlines
- Knowledge and experience of delivering outcomes for a wide range of client groups
- Knowledge and understanding of contemporary issues impacting on young people e.g. drugs, alcohol, health and fitness, sexual health, gangs, financial/family/social care issues etc.

Education and Qualifications:

Essential

Has a range of sector specific qualifications that enhance personal practice

- First Aid Certificate (16 hours)
- Mountain Leader Award (summer)
- Rock Climbing Instructor / Single Pitch Award
- Paddlesport Leader or equivalent BCU or UKCC awards
- Powerboat level 2

At least one higher level NGB from the list below

- RYA Safety boat or Powerboat Instructor
- A more advanced Paddlesport award
- Mountaineering and Climbing Instructor / Mountain Instructor Award
- Mountain Leader Award (winter)

Desirable

Commitment and track record of consistent personal development

- Safeguarding level 2/3
- Trailer licence D1+E
- MS Office Suite [intermediate/advanced]
- Educated to GCSE standard or equivalent in Maths and English
- PCV/D1 driving licence - For vehicle insurance purposes, you should be at least 21 years of age and have held a full, driving licence for at least one year. Be willing and able to achieve this in a reasonable timeframe.

At least one higher level NGB from the list below

- Mountaineering and Climbing Instructor or MIA
- Mountain Leader Award (winter)
- An advanced Paddlesport award
- RYA Safety boat or Powerboat Instructor
- Working at height awards or ropes course inspector

Limits of Authority

- This role has no financial authority.

Other Essential

- **Safeguarding & Safer Recruitment:** adheres to the safeguarding of children and young people and agrees to mandatory checks being carried out with the Disclosure and Barring Service at the appropriate level for their role. Roles which include a regulated activity are exempt from the Rehabilitation of Offenders Act 1974 and therefore all

convictions, cautions, reprimands, final warnings, or bind overs, including those regarded as 'spent', should be declared unless otherwise "protected" from disclosure under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).

- **Mission, Legal Responsibilities and Policies:** participates in the development of, and adheres to, the Trust's mission and values, plan, practice, and agreed policies
- **Health & Safety:** adheres to Brathay's Health & Safety policy and procedures and any other statutory H&S requirements.
- **GDPR and Cyber Security:** adheres to Brathay's policies and guidance, as well as other recommended and statutory requirements.
- **Equal Opportunities etc:** adheres to Brathay's Equality & Diversity policy, Safeguarding policy and any other policies that may be in force from time to time.
- **Flexibility:** as Brathay is a small organisation, you may well be asked to cover for other members of the Trust during sickness, holidays etc. [Specifically in this role, the jobholder will need to be flexible with regard to occasional travel, evenings and weekends]
- **Team-working** co-operates with colleagues to the greater benefit of the Trust and undertakes any other reasonable duties as may be required from time to time.

It is Brathay's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change and the jobholder's obligations will vary and develop. The job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.