

Job Description

Role	Outdoor Education Instructor - Full Time or Seasonal	Location	Woodrow High House, Cherry Lane, Amersham, HP7 0QG
Reports To	Chief Instructor	Responsible For	N/A
Team	Outdoor Learning Centre	Contract Type	Full Time, Seasonal Fixed Term, Part-time, Variable Hours available. Start time and duration flexible by mutual agreement.
Salary	£27,518 (Lvl 1) - £28,500 (Lvl 3) Based on experience & qualifications held.	Hours of work	42 hours per week on average. Includes evenings, overnights, weekends and bank holidays.

Summary Purpose - what you will be achieving

Woodrow offers a range of exciting, engaging outdoor learning activities on site including high ropes, mountain biking, bushcraft, archery, and various team activities. We are committed to providing outstanding outdoor learning and residential experiences to all our visitors, and this role plays an active part in achieving that aim. As an Outdoor Instructor, you will facilitate a wide range of activities to support the growth, development and education of young people and adults who visit us. You have a passion for learning outside the classroom and are dedicated to delivering that experience. This role also involves other duties, including activity and grounds maintenance, across the site that contribute to the wider success of the Centre.

As a Outdoor Instructor at Woodrow, you will join a professional, enthusiastic, and passionate team; a team that believes in the potential of every young person who comes through the door and wants to make a difference for each of them through the experiences we offer. More widely, this role works across teams to support wider operational objectives, including Sales & Marketing, Leisure Operations, and Facilities. There is regular collaboration with the wider London Youth team, including our sister centre, Hindleap Warren.

About the role – what you will be doing

Instructional Work with Customers

- Deliver a range of activity sessions where trained and competent.
- Operate all activities in accordance with Woodrow's operating procedures and appropriate National Governing Body guidelines.
- Support the development of existing sessions and ideas for new activities.

Activity Equipment & Site Maintenance

- Undertake 'site work' tasks across grounds that support safe activity operations.

Issue date: April 2025

- Perform and record regular safety checks of activity equipment.

Course Director Responsibilities

- Act as 'Course Director' looking after a group for the duration of their visit, being the main point of contact and ensuring their visit runs smoothly throughout.

Duty Instructor Responsibilities

- Supervise residential groups overnight, sleeping in the building.
- Maintain an onsite presence to provide first aid and act as a fire warden (training provided) and practical assistance as needed by groups in your care.
- Run evening activities and the retail tuck shop for residential groups.

Support Leisure Centre Operations

- Deliver lifeguard duties in the Leisure Centre as required.
- Support leisure operations, including reception, administration, cleaning duties, as relevant

Personal Development – Yourself and Others

- Assist with the mentoring and training of fellow instructors, (where your experience & qualifications allow), demonstrating good practice when out on session.
- Be an excellent role model, ensuring the messages of education and development we deliver to our clients are demonstrated personally and given honestly.
- Expand your project management skills by taking ownership of an area of development.
- Participate in relevant personal development opportunities including attendance at internal and/or external training courses.

Personal Development – Corporate Responsibilities

- Actively promote London Youth's policy and procedures to value and respect diversity and inclusion in all aspects of your duties and working relationships.
- Manage resources to the highest standards and act as a custodian of best practice.
- You will be expected to play a proactive part in the implementation of the work and policy of London Youth as a whole, supporting the vision, mission and aims of the charity.

Undertake any other duties as may be reasonably requested by London Youth's management that ensure the ongoing operational success of the charity and delivery of excellent customer experiences.

About you – what you bring to the role

It is essential that you provide a short supporting statement to demonstrate how you meet the essential criteria and attributes noted below. Ensure you tell us why you'd like to work here, and what you would bring to the team. These responses will be developed and discussed with those candidates invited for interview.

The following attributes are required for the role.

Experience, Knowledge & Skills

Issue date: April 2025

- Over 1 years' experience instructing a variety of outdoor activities at outdoor education centres.
- Experience of instructing to a range of customers, including young people and adults, with different backgrounds and various needs.
- Demonstrable understanding of health and safety issues pertaining to outdoor activities.
- Demonstrable skill delivery quality customer service and positive customer experiences.
- Demonstrable understanding of the value of outdoor learning and associated outcomes.

Qualifications

- Hold at least **one** of the following qualifications (**Essential**)
 - Archery GB Instructor Award
 - ERCA, RCI, CWI, or other relevant ropes-based qualification
 - MIAS / BC Mountain Bike Leaders / Instructor or other relevant cycling qualification
- A walking qualification, such as BEL / ML / HML / LL (**Desirable**)
- Level 2 Bushcraft Award or equivalent (**Desirable**)
- A valid first aid qualification (**Desirable**)
- National Pool Lifeguarding Qualification (**Desirable**)

Attributes and Behaviours

We are looking for good communicators, full of passion, enthusiasm, and a willingness to help develop and support young people through outdoor learning. You must possess the following:

- Passionate and demonstrably committed to improving the lives of children and young people.
- Customer centric mindset with exceptional customer service skills.
- Composed demeanor, able to keep calm under pressure and solve problems when they arise.
- Articulate communicator, able to confidently communicate to quickly establish a rapport and build effective relationships with a wide range of people.
- Collaborative team player with a willingness to work effectively with others.
- Able to work independently, demonstrating proactivity and initiative.
- Self-motivated with a positive attitude, growth mindset and keen willingness to develop.
- Impeccable work ethic with a practical, flexible, and dynamic approach to work.
- Absolute commitment to London Youth's principles of equality, diversity and inclusion.
- Ability to display tolerance and compromise on issues surrounding communal living.

You will be able to demonstrate our values of being:

- ambitious
- collaborative
- inclusive
- accountable

Benefits

- Level 1 Instructor pay based on Real Living Wage rates set by the Living Wage Foundation.

Issue date: April 2025

- Pay progression to Level 2 and Level 3 based on CPD qualifications and experience gained in role.
- Generous holiday allowance – 39 days annual leave including 8 bank holidays for FTE.
- On site accommodation available, charged in line with the Government's set NMW accommodation offset rate. Utility bills are paid for by London Youth.
- Continuous learning opportunities, with financial support towards relevant qualifications and ongoing professional development.
- Individual / team rewards recognising achievement and excellent.
- Free meals provided whilst on duty when kitchen is serving young people in residence.
- Free tea and coffee available in "Tea & Coffee Bar".
- Free onsite parking.
- Branded quality uniform provided.
- Healthcare Cash Plan to help cover your healthcare essentials.
- Free access for you and your family to the Employee Assistance Programme.
- Free access to the 'Headspace' wellbeing app.
- Eyecare vouchers.
- Two days per year allowance for volunteering with London Youth or another charity.
- Magnificent location on a historic estate, surrounded by nature.
- You'll be working with a fantastic team of passionate colleagues across London Youth.
- An outstanding culture and ethos where staff and visitors enjoy, challenge, and achieve.
- Occasional supply of sweet – sometimes savoury – always yummy – treats are guaranteed.
- You will be making a difference to the lives of young people!

About London Youth

We are London Youth: a charity on a mission to support the capital's youth sector to improve the lives of young people. We do this with and through our members – a network of 600 youth organisations – and at our two outdoor residential centres, Hindleap Warren and Woodrow High House.

Throughout our 135-year history, community youth organisations have provided a constant lifeline and a vital safe space outside the family and formal education, where young people can develop confidence, resilience and skills. Young people need opportunities outside school to have fun with their friends, to make a positive change in their communities and to shape the city they live in.

We look to work with all young people, focusing particularly on those who wouldn't otherwise have access to the kind of opportunities we offer.

In 2022-2023, we worked with 571-member youth organisations who supported more than 650k+ young Londoners. 24,680 young people took part in our programme events and activities, with 15,000 enjoying activities at our two outdoor learning centres, Woodrow and Hindleap. We supported 1,442 youth professionals at over 164 of our training and network sessions.

About Woodrow High House

Located in the Chilterns, Woodrow High House is a 26-acre site made up of a Grade II listed manor house dating back to the mid-1600s. Our Outdoor Learning & Residential Centre has 136 beds, and our Leisure Centre comprises a swimming pool, sports hall, artificial grass pitch and off-road cycle

Issue date: April 2025

circuit. London Youth has owned and operated Woodrow since 1945, delivering memorable experiences for over 8,000 children and young people each year. The leisure facilities are used by house guests and the local community. The pool is used by private hire local groups, house guests, and hundreds of children who attend our swim school each week.

Please submit your application through London Youth's careers page. It is essential that in your written application you give evidence of examples of proven experience/skills for 'what you will bring to the role' criteria.

If you have questions regarding the role or the recruitment process, please email woodrow.recruitment@londonyouth.org or ring 01494 433531 and ask for Chief Instructors, Sam Sparks, Nick Andrews or Daniel Rigg.

