
Welcome to the Field Studies Council

Hire a Canoe Team Leader with Field Studies Council, Montford Bridge, Shrewsbury

Imagine a role that offers you both unique opportunities and challenges; where you are an important part of an empowered team who strive to create a truly memorable experience for every individual who visits our Field Studies Council Locations and where you have the chance to demonstrate your passion to deliver the highest standards of customer service and care. No matter what role you perform at the Field Studies Council, everyone can make a difference... if you want to join our successful Environmental Education Charity and you have what it takes to make a difference then we want to hear from you.

Seasonal roles allow you to experience working life in our outstanding education centres throughout the core working season allowing you to follow other interests and pursuits over the winter months.

Included in this pack is the key information relating to our **Hire a Canoe Team Leader** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- For information about Field Studies Council please visit www.field-studies-council.org

Applications will be considered on arrival

We reserve the right to close the vacancy early if we're in receipt of sufficient applications. Please apply early to avoid disappointment.

Interviews are scheduled to take place at Field Studies Council Preston Montford on a rolling basis

Shortlisted applicants will be contacted by email.

If you have any queries regarding this vacancy, please call Mike Etherington on 07579814272

We look forward to receiving your application.

Mike Etherington

Head of Education & Operations

Field Studies Council is a limited company No. 412621 and a Charity, registered in England and Wales No. 313364 and registered in Scotland, No. SC039870.
Registered Office: Preston Montford, Shrewsbury, Shropshire, SY4 1HW

Job Description

Job Title: Hire a Canoe Team Leader

Based at: Montford Bridge Hire a Canoe site / Field Studies Council Preston Montford with the requirement to occasionally work at other learning locations within the Region/Group

Reports to: Centre Manager – Preston Montford Field Centre
The post holds direct line management responsibility for casual summer workers and freelancers

Job purpose:

Undertaking the management of Hire a Canoe including the day to day logistics, maintenance of the technical, logistical and administrative resources. Developing Hire a Canoe business and integrating it into the Field Studies Centre at Preston Montford. This will involve a range of duties including the provision of training as appropriate.

This is an active role and will require you to be able to carry out duties associated with effectively managing & leading customers/groups in outdoor learning locations, which may be remote, whilst ensuring their health and safety at all times. Manual handling duties will also be required, e.g. moving/carrying equipment, canoes, kayaks, paddleboards and paddles.

Key Responsibilities:

1. **Responsibility for:** the day-to-day operations of Hire a Canoe and associated sites including staff, with a focus on H&S and customer care and relations as well as licence renewals and checks
2. **Leadership / Management:** providing team leadership and management, including forward planning/rostering, leading regular briefings, and carrying out direct line management tasks as appropriate e.g. recruitment, induction, coaching, competency sign-off, providing support and guidance, development reviews and performance management
3. **Health & Safety:**
 - a. responsibility for providing and demonstrating effective leadership in relation to all aspects of H&S, compliance, systems and procedures, physical resources, quarterly returns
 - b. Responsibility for updating and implementing site appropriate Field Studies Council Operating Codes of Practice (OCOPs), Risk Assessments and Site Working Information Cards (SWICs)
4. **Customer Service:** providing a high level of customer service in order to meet customers' expectations to ensure re-booking targets are achieved
5. **Resources / Equipment:**
 - a. Ensuring the readiness and availability of canoes/kayaks, adventure & camping equipment and H&S resources
 - b. maintaining Hire a Canoe equipment to a safe and high standard in line with Paddle UK advice and customer expectations
 - c. Ensuring that the logistics of equipment and customers is planned according to bookings and transport availability
6. **Workspaces:**
 - a. Ensuring equipment stores, work sites and areas are appropriate and safe for use
 - b. Liaising with infrastructure/partners involved in the management of the estate, grounds and buildings.
 - c. Ensuring the security and lock up of the site and equipment is carried out as required
7. **Activity Support:**
 - a. Accompanying and assisting customers/groups on trips, demonstrating safety techniques and responding to the needs of the group as appropriate
 - b. Supporting the adventure activities at Preston Monford Field Centre as required

8. Vehicle Management:

- a. ensuring that the minibuses and trailers are running smoothly, damages are reported in a timely manner and routine checks are carried out.
- b. Liaising with PM maintenance staff to ensure that MOTs, servicing and repairs are arranged as required.
- c. Overseeing the fuel card and expenditures and ensuring receipts etc are provided to PM office staff in a timely manner as appropriate

9. Booking System: Management of the booking system for Hire a Canoe – which involves reviewing and keeping track of online bookings to ensure sessions are adequately booked and planned

10. Website & Social Media: Advise and liaise with the internal Marketing Team to ensure effective use of social media for sales purposes.

11. Event Planning: proactively seeking opportunities to maximise revenue through a delivery calendar of events via liaison with the Centre Manager and Administration teams.

12. Sustainability and conservation: Contributing to various green initiatives, such as recycling, gardening and maintenance tasks at the work sites and areas of use

13. Stock control: day-to-day management and maintenance of the stock levels and refreshments sold (buoyancy aids, helmets, dry bags, phone cases, food and drink etc) including sales, managing petty cash and reconciliation.

14. Other routine tasks: This could include proactively identifying and carrying out work before issues arise, assisting others with practical tasks as required, checking first aid kits and general maintenance, quality control and testing

General

- Complying with all relevant legislation / Field Studies Council Operating Codes of Practice (OCOPs) / Field Studies Council Health and Safety Handbook and Field Studies Council procedures
- Taking an active role in the learning location's duty system – this will involve staying on site on some evenings to deal with customer issues and respond to emergencies. As a key member of the senior on-call team you will also provide support for other duty staff.
- Delivering a high standard of customer service and customer care
- Ensuring the highest standards of quality are achieved in all duties carried out
- Working closely with other staff to ensure that appropriate levels of service are maintained during absences and periods of high workload
- Maintaining professional standards at all times in accordance with Field Studies Council policies
- Fulfilling your obligations under Field Studies Council's Behaviour Partnership to ensure a happy, productive working environment
- Attending staff meetings as well as Field Studies Council internal and external training as required, in order to share best practice and improve team and learning location performance, and participating fully in staff development activities (sometimes this may involve travel to other learning locations with the occasional overnight stay)
- Driving: We have a number of vehicles which you will be asked to drive. To do so, you will need to be 21 years or over, have a full valid driving licence, to have been driving for at least two years, and undertake an internal assessment on commencement in the role

Subject to meeting certain criteria, you will also be required to drive our minibuses and to tow canoe trailers. If you do not hold D1/C1 entitlement and have the appropriate driving experience/certification, you will be required to undertake the relevant training upon commencement of the role

- Undertaking any other duties that may reasonably be required to ensure the smooth and efficient running of the learning location

- Undertaking any other duties that may be reasonably required to assist with other teams across the centre/region, and complying with all reasonable directions that may from time to time be given

Key Expectations:

The expectations of every employee that we regard as essential include:

- A positive and passionate work attitude
- A desire to show pride in all aspects of their work
- A flexible approach with a willingness to adapt to changes
- An ability to work using your own initiative both independently and as a competent, effective team member
- An ability to work under pressure and prioritise work to meet tight deadlines
- Always treating others with courtesy, dignity and respect
- A commitment and contribution to improving Field Studies Council's environmental performance
- A committed and proactive approach to personal development; motivated to learn new skills and overcome new challenges

This job description should be seen as enabling rather than restrictive and will be subject to regular review.

The Field Studies Council reserves the right to vary these duties, as per the needs of the business.

Date of issue: March 2025.

Person Specification

Title: Hire a Canoe Team Leader	Learning Location: Hire a Canoe site at Monford Bridge / Field Studies Council Preston Montford
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Essential/Desirable Factors	E	D	How is this identified?
1. Qualifications & Experience			
ILM 5/HNC/HND/NVQ Level 4 or Degree (or equivalent) in a related subject, or be willing to work towards		✓	Application
Experience of leading outdoor adventurous activities / customer focused service delivery	✓		Application/Interview
Business Management and/or Budget management experience	✓		Application
Experience of writing and undertaking risk assessments	✓		Application/Interview
BCU / BCAB paddle sport instructor qualification to include water rescue certification	✓		Application
Experience of Health & Safety monitoring and record keeping	✓		Application / Interview
First Aid qualification	✓		Application
Full valid Driving Licence	✓		Application
Full D1 entitlement with minibus driving experience / certification	✓		Application
Full C1 entitlement with experience towing a canoe trailer	✓		Application
Management Qualification or H&S Management Qualification		✓	Application
Experience of grounds / estate management		✓	Application
2. Knowledge			
Ability to use standard office software and technology as appropriate to the role	✓		Application/Interview
Awareness and understanding of relevant Health and Safety issues	✓		Application / Interview
3. Skills			
Ability to communicate effectively to a diverse range of audiences including customers & partners	✓		Interview
Ability to effectively lead a team and motivate them to achieve high results	✓		Application/Interview
Ability to undertake observation and critical review of team members' delivery to ensure compliance with Field Studies Council systems	✓		Application/Interview
Confident self-starter able to work accurately under pressure	✓		Interview
Commitment to learning in the outdoor environment	✓		Application/Interview
Proven leadership abilities	✓		Application/Interview
Good practical problem-solving skills	✓		Application /Interview
Excellent communication skills, sensitive to the needs of others	✓		Application/Interview/ Presentation

Summary of Main Terms and Conditions

Contract Term:

This is a permanent position.

Remuneration:

Grade: Senior Team Member

Salary Grade: Scale Point 18, actual salary is £29,655 per annum*.

*Effective 1 April 2025 the actual salary will increase to £31,417 per annum. This equates to an hourly rate of £16.11

The salary is paid monthly in arrears during the season by BACS transfer. The salary scale is reviewed annually.

Workwear is provided by the Field Studies Council.

Hours of work:

The post is based on a notional average of 37.5 hours per week, this will equate to a total of 1950 hours of work annualised over a full year. The weekly hours are based on a flexible shift pattern, this **will** fluctuate throughout the year according to business needs. This means that you may be required to work additional hours per week during busy periods and considerably less in other weeks to compensate. Evening, weekend, and Bank Holiday working will be required. You will be required to undertake evening duties. The working pattern can be discussed with you at the interview.

Annual & Bank Holidays:

The holiday year runs from 1 January to 31 December each year. You will accrue an entitlement to paid annual holidays equating to 28 days (excluding Bank Holidays) during a complete holiday year. Part time and seasonal workers, or anyone who joins part way through the year, will receive a pro-rata of the entitlement.

In addition to the above, we recognise and reward staff loyalty by awarding additional paid leave days, based on length of service, up to a maximum cumulative total of 2 additional days paid leave (pro rata for part time and seasonal workers).

Pension:

You will be eligible to join one of Field Studies Council's Pension Schemes.

Sickness:

During periods of certified sickness, you will be eligible to receive sick pay in accordance with Field Studies Council's sickness absence procedures. The payment of sick pay is subject to compliance with Field Studies Council's rules for the notification and verification of sickness absence, details of which will be provided to you upon commencement of employment.

Additional Employee Benefits:

These include Life Assurance*, a Health Cash Plan with Westfield Health* and a 24hr Counselling Helpline Service (*exclusions apply). Further details are given on appointment, as applicable, or are available by contacting Human Resources at Field Studies Council Head Office on 01743 852119.

Probationary Period:

This post has a six-month probationary period, during which your suitability for the post will be assessed.

Post Classification / Criminal Records Check Requirements:

This post has been classified as **Category A** (as defined in the Field Studies Council Code of Conduct) which means it is **exempt** from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). You will therefore be required to disclose any convictions, cautions, reprimands, or final warnings which

are NOT protected as defined under the Act, and to undertake an **Enhanced plus Children's barred list check** with the Disclosure & Barring Service (DBS).