



## Job description for Apprentice Activity Team Member

**Directorate:** SCED/People and Operations  
**Team/Location:** Operations/Hostel based

**Grade**

### What you'll be doing:

Your role will be for a period of 13 months, during which time you will be working towards an Outdoor Activity Instructor Apprenticeship Qualification with Channel Training. You'll take on an active role in one of our delivery teams providing a range of outdoor sessions, as well as supporting other functions with the hostel. You'll develop skills and knowledge to deliver high-quality activity provision whilst maintaining the highest standards of health and safety, as well as excellent service to all guests and visitors at YHA. Your development throughout the year will ensure you meet the criteria for the qualification with an end-point assessment.

### What you'll deliver

#### You'll deliver an excellent activity package to customers

You'll assist with the delivery of a wide range of bespoke activity sessions to differing groups, balancing the need for safety with creating optimal learning outcomes through challenging and enjoyable experiences.

You'll deliver best practice in safety by adhering to YHA standards and any relevant external regulations that may be required.

You'll maximise learning outcomes by constantly adapting delivery to meet the specific needs of customers, reviewing activities and proactively encouraging feedback from groups and leaders alike to encourage engagement, service improvements and business retention.

You'll liaise with group leaders to assist them in their role and to develop a mutually supportive relationship to enable them to contribute to activity delivery.

You'll ensure that all equipment is used appropriately, logged and recorded where necessary and maintained to the highest standard to ensure functionality and availability, reporting any faults or damage to a member of the hostel's management team.

You'll utilise risk assessments as an essential framework of both safety and quality.

#### You'll give our customers a great experience of YHA

You'll deliver excellent customer service to ensure our customers have a positive experience.

You'll take pride in ensuring your hostel is always looking at its best.

You'll respond to customer feedback, seeking opportunities to improve the overall customer experience.

You'll actively encourage and promote sales activities and initiatives within your hostel team.

You'll support other functions within the hostel as required.

#### You'll ensure you work safely and manage risk and compliance

At all times, you'll comply with YHA's Safeguarding Policy and Code of Conduct to protect children and adults at risk, following procedures in reporting any concerns or allegations.

You'll comply with YHA's policies and procedures in working safely and managing risk to customers, employees, volunteers and contractors.

You'll work in line with our environmental and sustainability targets, applying YHA's values in meeting our environmental objectives.

### Our values and behaviours

**Helpful** - Helpfulness is about making life easier for other people, being hospitable and creating a pleasant working environment. It's about great customer service in everything we do. It's about being friendly, approachable and cooperative with colleagues.

**Efficient** - YHA is a charity. And we have a duty to make the very best use of our limited resources. Being efficient means being organised, thoughtful in decision-making, hardworking and committed to improvement. It's about involving the right people at the right time and giving them what they need to succeed.

**Authentic** - Being authentic combines the qualities of honesty, trustworthiness and transparency. It's about being real, genuine, straightforward. When what you see is what you get, colleagues and customers can take confidence in that.

**Respectful** - It's about treating others how we wish to be treated. It's about inclusivity and equality. About taking care of our community. It's about being professional. And adopting a spirit of generosity; valuing the time, energy, opinions, achievements and working styles of colleagues, volunteers and supporters.

**Team-spirited** - We may be spread across two countries. And work in various towns and cities, on the coast, in remote rural spots or at National Office. Yet YHA is one team. And for the health and success of the team, we take individual responsibility, show personal leadership qualities, and collaborate towards our goals.

## Knowledge, skills & experience needed

Energy, enthusiasm and the ability to relate to young people

Experience of working with young people (*desirable*) - either via volunteering or paid employment

Experience of working face to face with customers

Experience of working within a team

Good interpersonal and communication skills

Excellent timekeeping, with flexibility to cover different shifts

Numerate and literate

Proven ability of managing varying pressures, including significant peaks in workload demands

Knowledge and understanding of the core purpose of YHA

Proficient in basic IT skills (ideally Microsoft Office)

This role requires weekend and bank holiday working, early starts and evening working – all on a rota basis

## Size and position in organisation

**Reports to:** Hostel Manager and Education Quality and Delivery Manager

### **Financial responsibility:**

There is no direct budgetary responsibility

### **Line management:**

There is no line management responsibility

### **Relationships:**

Internal: Hostel Manager, line manager, hostel colleagues, other YHA colleagues, occasional volunteers

External: Day to day contact with customers (groups – adults and schools, families, individuals), suppliers and contractors

### **Nature of impact:**

A customer facing role, directly accountable for the customer experience. Will need to follow defined processes and maintain good working relationships with the hostel team.

*We really value lived experiences. This might include your experiences as a member of a minority community or how your life experiences have shaped you. We are seeking diverse range of lived experiences in our staff team. We also know that interpersonal skills, communication, reading and writing can be achieved in different ways. We know that this might include reasonable adjustments such as read/write technology to help you with dyslexia or a recognition a stammer does not prevent effective communication. We are less interested in how you communicate (although we want to know how we can help you) we are more interested that you communication is effective.*

*Similarly we recognise that while these roles require energy and enthusiasm this can be displayed in many ways and does not require long periods of standing or movement.*