

CENTRE ASSISTANT PROGRAMME (CAP)

2023 / 2024

POST DETAILS

Job Title:	Centre Assistant
Hours of Duty:	Full-time, 36 hours per week, normally 5 days/week between Monday – Sunday, occasional late-shift and night-time working
Holidays:	28 days inclusive of bank holidays
Type of contract:	Fixed-term for 12 months (cohort 1; Nov 2023 to Oct 2024, cohort 2; Apr 2024 – Mar 2025)
Board & Accommodation:	Live-in, board & lodgings provided for monthly fee of £365 deducted from salary
Salary:	£19,506.24 (£10.42 per hour), overtime payable at standard rate
Benefits:	<p>Paid time off to attend certain NGB courses and gain qualifications. Where we require you to gain specific qualifications then the costs (except registration) will be paid for by us, provided that you fulfill the duration of your contract.</p> <p>Access to our extensive equipment stores and facilities to manage your own development, shadow and assist on our course programme where appropriate.</p> <p>Branded outdoor clothing provided. Additional clothing can be purchased under our staff discount scheme.</p>

PURPOSE:

To prepare you for a career within the Outdoor Sector.

To provide us with support to a number of core functions within the centre, gaining knowledge, skills and experience within them in order to be a versatile resource that can assist in ensuring that excellent customer service is delivered throughout.

During your time at PyB you will have the opportunity to gain instructional experience whilst working on our schools and multi-activity programmes.

SCOPE

Functions to be covered:

- Customer Service/Reception
- Housekeeping
- Catering
- Bar

- Maintenance
- Health & Safety
- Equipment Stores
- Rolling Pool & Climbing Wall
- Outdoor Instructional Programmes

You may be required to work at other locations operated by Mountain Training Ltd from time to time.

MAIN AREAS OF RESPONSIBILITY

- Assist with the operation of the Climbing Wall, Rolling Pool and the running of Stores
- Drive customers to and from course locations and travel interchanges in Minibuses
- Learn skills and provide assistance within the hospitality functions to support the Housekeeping, Catering & Bar Teams
- Support the Customer Service, and Facilities (Health & Safety and Maintenance) teams, including proving night porter and fire marshal cover outside of normal working hours
- Provide assistance and leadership on our introductory programme of multiactivity courses
 - Once qualified, during our busier months you will help instruct on our Schools and Multi-activity programmes. These are normally a mixture of activities close-by or onsite that include canoeing, kayaking, SUP, mountain walking, rock climbing, orienteering and low ropes sessions.

OUR COMMITMENT TO YOU

You will have opportunities to be trained by, observe and shadow our expert instructors, develop your own leadership, instructional and coaching skills and gain National Governing Body awards such as Mountain Leader Award and Paddle Sport Instructor.

Throughout the scheme you will be mentored by our highly experienced senior instructors.

You will be an intrinsic part of the Plas y Brenin team employed by Mountain Training Ltd, delivering services under a contract for Sport England within its National Outdoor Centre.

CANDIDATE REQUIREMENTS

Please review the Person Specification on the next page.

To apply for the role please write in the notes column of the Person Specification why you believe you address each requirement and email it to recruitment@pyb.co.uk by the closing date of 12 November 2023.

PERSON SPECIFICATION

Candidate Name:

Key Qualifications, Knowledge, Experience, Abilities and Skill area	Priority	Candidate Notes
Meet Gov.UK requirements for driving minibuses with up to 16 passengers, ie 21 yrs old or above, full driving licence held for min 2 years	Must	
Trailer towing experience and/or training	Medium	
Confident and clear all-round communicator (written & oral)	High	
Planning, organizing and time-management	Medium	
Previous experience in any of the functions listed within the scope	Medium	
IT; comfortable user of Microsoft Office applications	Medium	
Training and/or qualifications within climbing and/or paddle sport, eg ML, RCI, Paddle Sport Instructor	High	
Numeracy – confidence to use basic maths at work	Medium	
Active climber, hillwalker or paddler	High	
Personal Qualities and Behaviours and Values	Priority	Candidate Notes
Committed to delivering excellent customer service	High	
Safety conscious	High	
Trustworthy and hardworking	High	
Excellent team-worker	High	
Eager to learn and develop	High	
Passionate about working in an Outdoor Centre of Excellence	High	
Proactive approach with a 'can-do' attitude	High	
Flexible approach to work	High	