Job Title: Seasonal Activity Instructor

ABOUT US

Legacy Leisure at Plas Menai

Legacy Leisure, a not-for-profit charitable organisation established to uphold the national legacy of the Olympics, is dedicated to providing diverse, high-quality leisure and cultural activities that invigorate communities. We pride ourselves on an exemplary health and safety record and a deep-seated commitment to staff development and wellbeing.

This role is based at Plas Menai, the National Outdoor Centre for Wales. For 40 years, Plas Menai has maintained an elite reputation for delivering world-class water and land-based instruction. As a Seasonal Activity Instructor , you will join a team that has shaped the careers of industry-leading instructors across the UK and beyond. By joining us in 2027, you become part of a mission to inspire physical activity while training at one of the UK's premier outdoor institutions

PURPOSE OF THE POST

Plas Menai, the National Outdoor Centre for Wales, delivers elite-level water and shore-based programmes designed to empower individuals of all abilities to embrace new learning opportunities. Operated by Legacy Leisure, we provide a world-class environment where high-quality service and professional instruction are at the heart of every guest interaction.

We are seeking a Growth-Oriented Instructor dedicated to the mastery of outdoor leadership. This role is the ideal launchpad for a professional holding at least one NGB qualification who is eager to progress toward Senior Instructor status. You will gain an immersive, 360-degree view of the industry, broadening your expertise across diverse disciplines including paddlesports, sailing, and aquatics within a busy, multi-sport National Centre.

JOB DESCRIPTION

As a Seasonal Instructor at Plas Menai, you will embody a professional mindset that balances elite-level instructional leadership with a dedicated commitment to operational excellence. Your role is defined by Safety-First Delivery, where you lead and assist with high-quality water and land-based activities while strictly adhering to the Safety & Operational Handbook and NGB standards. Beyond the water, you serve as a Professional Ambassador for both Plas Menai and Legacy Leisure, engaging with the leisure business through gym supervision and aquatic safety as a lifeguard if qualified.

True to the Plas Menai Mindset, you will demonstrate operational versatility by managing the full equipment lifecycle—from meticulous preparation and cleaning to assisting with technical repairs, and ensuring the premium presentation of our world-class facilities through general maintenance. Your Growth-Oriented approach is reflected in your tiered leadership responsibilities, acting as Course Director for smaller groups, and your proactive engagement with Welsh language training to meet bilingual service standards.

Finally, you will uphold the Operational Integrity of the Centre by participating in the on-call duty rotation, providing vital site security, guest welcomes, and emergency cover while maintaining a strict state of alcohol-free readiness.

Employee expectations are, but not limited to:

1. Instructional Excellence & Safety Compliance

- Safety-First Delivery: You are responsible for leading and assisting with high-quality water and land-based activity courses, both onsite and offsite, ensuring strict adherence to the Safety & Operational Handbook and National Governing Body (NGB) standards at all times.
- Aquatic Safety: You will maintain a vital role as a lifeguard and support the Swim Wales accredited swimming programme, ensuring the safety of all participants in the aquatic environment.
- Risk Management: You must proactively manage and utilize all allocated equipment and Personal Protective Equipment (PPE), ensuring it is fit for purpose and used in accordance with health and safety regulations.
- Equipment Lifecycle: You will ensure all specialist equipment is meticulously prepared prior to activities and is thoroughly cleaned, stored, and secured appropriately immediately following use.
- Technical Support: You will actively assist Equipment Officers with routine safety inspections and minor repairs, developing the technical skills required to maintain a world-class outdoor equipment fleet.
- Facility Readiness: You are responsible for the premium presentation and operational readiness of the grounds and facilities, which includes general cleaning, maintenance, and centre works as requested by management.
- Tiered Leadership: You will provide essential support to the Duty Activity Manager and designated Course Directors. Depending on your experience and qualifications you may also be a Course Director.

- Fitness & Leisure Expertise: You will engage with the leisure side of the business by assisting in gym supervision and fitness class preparation, ensuring these environments meet high professional standards.
- Professional Ambassadorship: You are required to maintain a professional, courteous, and engaging manner with all customers and clients, acting as a representative of both Plas Menai and Legacy Leisure.
- On-Call Responsibility: You will participate in the On-Call Duty Officer rotation (up to 8 nights per month), remaining present on-site to provide emergency cover and out-of-hours centre support.
- Site Security & Guest Welcomes: During night duties, you will manage site security and facilitate late guest arrivals/check-ins, ensuring a professional welcome outside of standard operating hours.
- Operational Integrity: During all on-call periods, you must remain in a state of operational readiness and strictly refrain from any alcohol consumption.
- Welsh Language Standards: You must proactively engage in Welsh language training as directed by management to support the Centre's commitment to bilingual service delivery and Welsh Government standards.

6. Safety Leadership & Statutory Duty

At Plas Menai, the mindset for safety and compliance is rooted in Proactive Responsibility and a commitment to world-class operational standards. You will embody this by taking reasonable care for the health and safety of yourself and others, ensuring every action aligns with the Health and Safety at Work Act 1974.

Your role involves close collaboration with the Chief Instructor to ensure all activities—from the waterfront to land-based courses—strictly adhere to statutory requirements, NGB codes of practice, and internal risk assessments, including COSHH and HACCP where applicable.

In the event of an emergency, you are expected to respond with Professional Flair, maintaining meticulous records of all incidents in line with Company policy. Beyond physical safety, you will champion Inclusive Conduct, valuing diversity and fulfilling our statutory duties under the Equality Act and the Well-being of Future Generations (Wales) Act. You will safeguard the Centre’s reputation by upholding high standards in Information Security and Safeguarding, while maintaining Hygienic Excellence across all internal and external environments.

As a representative of the brand, you will consistently wear the designated uniform and appropriate PPE, ensuring a professional image during all customer interactions. Finally, you will

demonstrate Operational Versatility by working flexibly across irregular and sometimes unsocial hours—including weekends and public holidays—performing adaptive duties as required to meet the peak seasonal demands of our National Centre

Employee expectations are, but not limited to:

- Proactive Compliance: You must take reasonable care for the health and safety of yourself and others, ensuring all acts or omissions align with the Health and Safety at Work Act 1974.
- Operational Risk Management: You will collaborate with the Chief Instructor to ensure all waterfront and land-based activities strictly comply with statutory requirements, NGB codes of practice, and internal risk assessments (including COSHH/HACCP where applicable).
- Emergency Response: You are required to respond effectively to emergency situations and maintain meticulous records of all incidents and accidents in line with Company policy.
- Inclusive Conduct: You must behave in a fair and respectful manner at all times, valuing diversity and actively contributing to our statutory duties under the Well-being of Future Generations (Wales) Act and Equality Act.
- Safeguarding & Security: You will fulfill all responsibilities related to Safeguarding, Information Security, and Risk Management to maintain the Centre's reputation as a world-class environment.
- Brand Standards: You are required to wear the designated uniform and appropriate Personal Protective Equipment (PPE), ensuring a professional image while following customer service initiatives.
- Hygienic Excellence: You will proactively maintain a tidy, safe, and hygienic environment across all internal and external areas of the Centre to support operational readiness.
- Service-Led Scheduling: Due to the nature of the activity programme, you will work irregular and unsocial hours, including evenings, weekends, and public holidays, potentially under an annualised hours framework.
- Adaptive Duties: You must work flexibly, performing any other duties as required that are relevant to your post and grade to ensure the Centre meets its peak seasonal demands.

08. QUALIFICATIONS, KNOWLEDGE & SKILLS

- 5 GCSE's(or equivalent recognised qualifications)
- Must hold two or more National Governing Body coaching/instructional qualifications in Outdoor Adventurous Sports(for example) -
- RYA Dinghy Instructor
- RYA WIndsurf Instructor
- RYA Powerboat Instructor
- Paddle Sport Instructor or Leader
- SUP Inland/Open Water Leader
- Rock Climbing Instructor
- Lowland Leader
- Mountain Bike Leader

Desirable

- 1st Aid Certificate
- The ability to communicate through the medium of Welsh will be considered favourably
- Clean Driving Licence
- Senior Instructor Sail or WIndsurf
- Mountain Leader
- Gorge Experience
- Sea Kayaking coaching award

09. EXPERIENCE

- Minimum of a Seasons Experience of working in the outdoor industry as an instructor.

10. PERSONAL (The Plas Menai Mindset)

Among the personal characteristics sought the applicant:

- Presence: You are outgoing, approachable, and consistently well-presented, serving as a world-class ambassador for the Centre.
- Relationship Building: You possess the natural ability to build strong, respectful relationships with children, adults, colleagues, and visiting teachers alike.
- Peer Respect: You conduct yourself with the integrity required to gain immediate acceptance and respect from both customers and the wider professional team.
- Continuous Learning: You possess a positive drive to develop elite-level skills and are enthusiastic about acquiring new qualifications across both adventurous and leisure disciplines.
- Receptive to Growth: You actively seek and take feedback in a positive manner, viewing every interaction as an opportunity for self-development.
- Academic Dedication: You are committed to the mastery of outdoor leadership and the proactive completion of CPD
- Team Synergy: You are a committed team player who understands that our success depends on collaborative excellence.
- Independence: You are equally comfortable working independently, taking the initiative to solve problems before they escalate.
- Adaptability: You embrace the "360-degree" nature of the role, showing equal passion for instructional leadership and the essential facility stewardship required to keep the Centre operational.
- Instructional Fitness: You maintain the high fitness levels required to lead high-energy outdoor sessions daily, meeting all physical demands set by NGB safety standards.
- Operational Readiness: You are physically capable of participating in and leading water-based activities in all seasonal conditions.

- Service Flexibility: You understand that a National Centre operates on a unique rhythm and are willing to work irregular and unsocial hours to meet the needs of our guests.
- Bilingual Spirit: You are enthusiastic about supporting our commitment to Welsh Government standards by actively participating in bilingual service delivery and training.

11. DBS

Your role includes Regulated Activity under Legacy Leisure's Disclosure Barring Service (DBS) policy, and as such, your employment is subject to a satisfactory DBS check.

This appointment is conditional upon the receipt of a satisfactory Enhanced Disclosure and Barring Service (EDBS) check.

12. The Offer - What can Legacy Leisure offer you?

- Competitive salary
- Generous annual leave allowance
- Free gym membership for you and a nominated person
- Employee health benefits
- Additional hourly pay should active call out be required.
- Employee discount portal - discounts on travel bookings, high street vouchers, gift cards, cinema tickets, days out, leisure activities and your day to day spending
- Cycle to Work scheme
- Pension Scheme
- Company sick pay
- Career progression
- Training and development
- Onsite full board accommodation package (Subject to availability)

13. CONDITIONS OF EMPLOYMENT

Title	Seasonal Activity Instructor
Reporting to	Chief Instructor
Salary	£27,276.00 - £28,958 (pro rata) depending on qualifications and experience
Annual Leave	33 days' paid annual leave plus bank holidays per year (pro-rata)
Pension	NEST Auto Enrolment after 3 months service
Notice Period	1 Month

NB - This is a seasonal fixed term position.

How to Apply

Apply directly via a letter of application and CV to: caroline.harold@legacyleisure.org.uk

Closing Date	12:00 Noon on Thursday 19th November 2027
Interview Dates	Thursday 26th November 2027