

# Senior Sailing Instructor

## ECARE



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**Salary:** From £10.69 per hour

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**Locations:** Llandegfedd – Pontypool

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### Who we are

When you think about it, water is the most basic human need. So what we do at Welsh Water is incredibly important – we give three million customers safe, clean water, take away their dirty water and help to protect our beautiful environment. It's an awesome responsibility, and we have to earn our customers' trust every single day. Being the only not-for-profit company in the utilities sector is certainly a good start. Every single penny we make goes back into looking after their water and environment, rather than going to the pockets of shareholders.

### What we do

Our reservoirs provide the drinking water, not only for the people of Wales but also across the border into parts of England. They also provide a vital habitat for wildlife and consequently are all very popular with walkers and wildlife enthusiasts while offering a great and beautiful work environment.

We have visitor centres at four of our largest reservoirs offering a cafe and retail area in some of the most beautiful settings in Wales. Our staff provide great levels of customer service, freshly prepared meals and snacks, and of course a great cup of coffee.

### What you'll do

You will join a great team of colleagues during our peak season from March to October 2017. Your role will be to assist the Principle Water Sports Instructor to manage the site promoting the water sports offering at Llandegfedd. You will safeguard, train and actively assist members of the public who undertake water sports and team building activities from Monday to Sunday during the season. You will be smart and presentable, and able to communicate in an enthusiastic, knowledgeable and helpful way to visitors, projecting a positive image for Welsh Water at all times. There is no public transport available, so access to a reliable transport is essential.

A satisfactory enhanced DBS check will be required prior to start date for all successful applicants.

### What we offer

We know that if our employees are happy, our customers are happy.

- ◆ Various working hours available
- ◆ Beautiful location and surroundings
- ◆ Supportive team and environment
- ◆ Training Provided
- ◆ Onsite restaurant and car park

### Interested?

Please complete the Application Form, available on our website, and return it to [Recruitment@dwrcymru.com](mailto:Recruitment@dwrcymru.com)

Applications must be received by: **Friday 28 April (midday)**

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## Senior Sailing Instructor

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**Reports to:** Principle Instructor

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**Working hours:** Various working hours available

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**Disclosure Level:** Enhanced DBS Check required prior to start date

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### What you'll be responsible for

1. Present a professional attitude and appearance and at all times maintaining an excellent level of customer service and water safety. Engage with visitors as an ambassador of Welsh Water
2. Ensure the safety of all persons on site, including sailors, paddlers, anglers, walkers, cyclists, bird watchers etc.
3. Engage constantly with visitors as an ambassador of Dwr Cymru and enable our visitors to enjoy their visit to the full.
4. Assist the Principle Instructor to manage the sites in accordance with DCWW Health & safety management systems.
5. Always apply the prescribed safe working practices in the delivery of water sports services and ensure there is always written evidence of your compliance, in accordance with the Business Management System.
6. Line Manage, Train and Develop Instructors, assistant Instructors and Trainee Instructors so that they provide highest quality water sports services to the public
7. Work towards forming a coordinated multi-skilled team of Rangers and Instructors.
8. Handle payments from the public and operate the till system
9. Work with the Rangers on reservoir safety, and also the upkeep and tidiness of the site, litter picking, building and site maintenance.
10. Apply the site rules and the 'no swimming in reservoirs' rule. Operate the routines for the timely opening and closing of the site, and operate the safe issue and return of dinghies, and water sports hire craft.
11. Maintain the fleet of sail boards dinghies and boats to ensure a constant supply of working craft throughout the season.
12. Support conservation, educational, public access and recreational activities, open days and events
13. Carry out any other tasks as required for the effective management of the site, as directed by the Principle Instructor.

## Key Relationships

### Internal

- Visitor Centre Staff
- Rangers
- DC Operations Staff
- Catchment managers

### External

- Customers
- Local residents
- Council and other stakeholders in the estate
- Local landowners and farmers

Knowledge, Skills and Experience	Essential	Desirable
Appropriate National Governing Body (NGB) Certification in designated water sports discipline. e.g. RYA Senior Sailing Instructor	•	
Ability to deliver excellent Customer Service	•	
Water Safety – RYA Level 2 and Safety Boat endorsement	•	
Commercial awareness	•	
Experience of leading and motivating a team	•	
Practical Health & Safety qualification	•	
Building and estate maintenance experience		•
Ability to work on own initiative	•	

Dŵr Cymru Welsh Water is an Equal Opportunities Employer