

Job Description

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| Visitor Attraction | Llyn Brenig Visitor Centre |
| Job Title | Activity Assistant |
| Rate Of Pay | £12.00 per hour |
| Contract Type | Temporary / casual |
| <p>Summary</p> <p>Activity Assistants safeguard and assist members of the public who undertake water sports, land based and team building activities. We would like to see applications from candidates who are positive, friendly, can work under their own initiative and provide excellent customer service. You will have practical experience of health and safety, water safety and working with the general public.</p> | |
| Who You'll Work With | <ul style="list-style-type: none"> • Senior Activity Instructor • Visitor Experience Manager • Visitor Centre Staff • Rangers • Customers • Local residents |
| Work Pattern | Monday to Sunday including weekends and Bank Holidays. Hours will vary from approximately 2 days a week early season, rising to 5 days a week during peak periods such as school holidays. |
| Essential information | Driving licence / own transport essential as Llyn Brenig is not served by public transport. |
| <p>Benefits</p> <p>As well as a market competitive salary:</p> <ul style="list-style-type: none"> • Additional pay to cover accrued leave entitlement • Free on-site parking at all our sites • 20% off all Welsh Water visitor attraction centres and gift shops • An employee assistance programme for employees and their immediate family | |

Main tasks will include:

- Supervising and operating the waterfall swing
- Assist in the hire out of outdoor activity equipment, including bikes, boats, SUPs and kayaks.
- Assist with the operating the Activities Hub till.
- Assist in the delivery of activities and events for customers visiting the reservoir.
- Engage with visitors as an ambassador of Welsh Water. Present a professional attitude and appearance at all times maintaining an excellent level of customer service and water safety.
- Serve customers in the shop and visitor reception, handle enquiries and manage advanced bookings. Ensure that public spaces are clean and well presented.
- Ensure the health and safety of everyone using the facilities of the site.
- Work proactively as part of a team to set up and pack up on site facilities and provide assistance to all customers using the equipment at the centre.
- Ensure maintenance, repair and security of all Welsh Water equipment and facilities are of a continued high standard.
- Take part in the team rota that will involve working regular weekends and bank holidays.
- Support conservation, education, public access and recreational activities, open days and events.
- Enforce the rules of the site and the waterside such as 'no swimming in reservoirs', opening and closing times, and the safe marshalling of visitors during busy periods.
- To carry out marketing/sales/engagement opportunities to promote the visitor attraction and Welsh Water Adventures in conjunction with Strategy Team.
- Carry out any other tasks as required for the effective management of the site, as directed by the Senior Activity Instructor or Visitor Experience Manager.

Qualifications, Experience, Knowledge

Essential

Working with the general public

Knowledge & Skills

A friendly and positive manner when speaking to customers

Ability to work on own initiative

Always honest and professional

Excellent communication and interpersonal skills

IT literate – we use a variety of computer systems which we will teach you

Open to feedback, improving and learning new skills

Desirable

Experience delivering water or land-based activities

Current recognised First Aid Certificate

RYA Powerboat Level 2 qualification

National Governing Body Certification in a watersports discipline

Water safety knowledge

Ability to communicate effectively in Welsh

How To Apply

Email the following to: **brenig.jobs@dwrwymru.com** quoting job title Activity Assistant in Subject Field

- Your CV
- A covering letter to support your application of no more than two sides of A4. Explain why you're interested in the position and provide evidence of why you're suitable, based on the 'Responsibilities' and 'Qualifications, experience and knowledge' sections above
- Name and contact details of two referees.