

Freelance Paddlesport Guide/Instructor

About Roundhouse Birmingham

Roundhouse Birmingham is a heritage enterprise and independent charity, created through a landmark partnership between Canal & River Trust and National Trust to find a new and sustainable purpose for one of Birmingham's hidden gems, the Roundhouse.

Roundhouse Birmingham offer visitors a chance to see the city differently through a range of guided city and canal tours. With our custodianship of the Roundhouse and its story as a starting point, we create links between our visitors, volunteers, and city.

We believe in the social benefit of connecting people with the unique stories and special places that Birmingham has to offer, across streets, canals and public spaces. We work with our volunteers and partners to find innovative and entrepreneurial ways to champion our city's heritage, doing our bit to make Birmingham a destination for visitors from near or far.

Roundhouse Birmingham opened to the public in July 2021.

www.roundhousebirmingham.org.uk

Twitter: @bhamroundhouse

Facebook: Roundhouse Birmingham

Instagram: @bhamroundhouse

Roundhouse Visitor Offer and Operating Hours

Visitor Centre and public activity programme

- Spring/Summer Season – April-September, 9.30am-4.30pm, 6 days per week (closed Monday's)

Roundhouse Operations Office

- 7 days per week, 8.30am-6pm.

Roundhouse Paddle Tour Programme

Since our opening in 2021, we have delivered a programme of kayak tours on the city's canals. In 2023 we will be offering an increased variety of tours in this, our third season. Our most popular kayak tour, Bustling Birmingham, takes visitors on a journey through the city and past many of Birmingham's recognisable buildings. Green Escape Kayak Tour, takes people out of the city, floating past former industrial sites and uncovering a very different colour scheme to the city tour. Our Stand Up Paddleboard experiences take people out of the city quieter sections of canal. And finally, we have a selection of limited edition or one-off experiences, including the Paddle, Pizza and a Pint sessions, night paddles, dawn paddles – the variety is amazing.

At Roundhouse Birmingham, we want to 'do things differently, see things differently, and care for things differently', and we reflect this in our tours by offering a truly unique experience to our visitors. Our kayak and SUP tours are engaging and interactive and mainly focus on the experience of kayaking and paddleboarding, with a sprinkle of history along the way.

Volunteers are at the heart of the Roundhouse and over the past years we have been training and developing a cohort of volunteer Kayak Guides. Depending on their experience, our volunteers could be leading or assisting on paddlesport tours.

Role Summary

We have an exciting opportunity for qualified freelance, paddlesport instructors who are passionate about delivering high levels of customer service. We have built a reputation of producing outstanding experiences and our guides are responsible for maintaining these levels.

Whilst some history knowledge of Birmingham would be an advantage, we have great resources to help you learn everything that you need to know to bring the history of the canals to life. However, it must be emphasised that you will be leading kayak experiences which layer history and heritage, rather than a history tour that uses kayaks to get from place to place.

Role Details

- Remuneration: £140 per full day, £70 per half day
- This role is on a freelance basis, you will be responsible for paying your relevant tax
- Freelancers are required to hold up to date qualifications, of no less than a Paddlesport Instructor for insurance purposes.
- Invoices can be submitted daily or in bulk, payment is a maximum of 4 weeks, however this is normally 2 weeks

A Roundhouse Freelance Kayak guide will ideally have the following characteristics:

- Experienced kayaker British Canoeing Paddlesport Instructor qualification
- Someone who is confident in building customer relationships quickly, you'll be a natural people person and feel comfortable with talking to lots of different people from different backgrounds.
- Can demonstrate an empathetic, understanding and adaptable approach to different people's needs, with a passion to deliver the highest standards of customer care.
- Good team worker - flexible and adaptable
- Strong customer service and verbal communication skills
- Well organised and able to work with no supervision
- An interest in history, or a willingness to learn in order to deliver historical content in an accessible and engaging manner.
- Someone who will bring enthusiasm and positivity to the role, and who will embody the Roundhouse smiley' ethos.