Paddlesport Guide

(known internally as Active Outdoors Development Officer)

**Headline information**

|  |  |
| --- | --- |
| Salary: | £23,868.00 per annum pro rata (£6,364.80 actual) |
| Contract: | Fixed term, annualised hours, until 30 September 2024approx. 30 hours / 4 days per week |
| Days/hours: | The postholder will be required to work weekends and bank holidaysOther days/hours to cover holiday, sickness and seasonal periods |
| Annual leave: | 25 days per year, plus bank holidays, pro rata |
| Closing date:   | Sunday 16 June 2024, 23:59 |
| Interview date: | Thursday 20 June-Monday 24 June at Roundhouse BirminghamThe interview will also include kayaking |
| Start date: | ASAP, preferably beginning of July |

**Role Summary**

We have an exciting opportunity for a qualified paddlesport instructor who is passionate about providing high levels of customer service to deliver outstanding kayak and stand up paddleboard tours and experiences.

Our tours take visitors along the canals into and out of Birmingham city centre, offering a unique perspective on the city’s beautiful waterways, architecture and history. Our Paddlesport Guides share their passion for Birmingham and their knowledge of the city’s heritage during each tour, which provides our guests with an unforgettable experience.

Key elements of the role will include:

* Welcoming visitors of all ages and abilities
* Delivering safety briefings and paddle instructions
* Learning history of the local Birmingham area, and delivering engaging, informative and professional tours
* Liaising with staff and volunteers regarding the administration and delivery of the tours
* Conducting health & safety and equipment checks
* Gathering feedback and ensuring visitors have a memorable experience

All paddle equipment will be provided, as will the historical content for you to learn.

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 Requirements**

* Experienced kayaker/stand up paddleboarder
* Must hold a British Canoeing Paddlesport Instructor qualification
* Someone who is confident in building customer relationships quickly, 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.
* Strong customer service and verbal communication skills
* Safety conscious and able to work with minimum supervision
* Someone who thrives in a busy, bustling environment
* Someone who will bring enthusiasm and positivity to the role, and who will embody the Roundhouse smiley’ ethos.

**About Roundhouse Birmingham**

Roundhouse Birmingham is an independent charity created through a landmark partnership between by 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 volunteer-powered guided city and canal tours, while securing a sustainable future for the historic site through our range of lettable spaces. 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.

[www.roundhousebirmingham.org.uk](http://www.roundhousebirmingham.org.uk/)

Twitter: @bhamroundhouse

Facebook: Roundhouse Birmingham

Instagram: @bhamroundhouse

**Roundhouse Visitor Offer and Operating Hours**

Visitor Centre and public activity programme

* 5 days per week (Wed-Sun) 9.30am-4.30pm
* Occasional evenings for kayaking/SUP experiences only
* Open around 48 weeks of the year (closed over Christmas and new year)

**Roundhouse Paddle Tour Programme**

Since our opening in 2021, we have delivered a [programme of kayak tours](https://roundhousebirmingham.org.uk/things-to-do/?e-filter-be46318-product_cat=kayak-tour) on the city’s canals.

In 2024 we are offering an increased variety of tours. 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 takes people out of the city, floating past former industrial sites and uncovering a very different colour scheme to the city tour. Alongside these two most popular experiences, we offer a selection of limited edition or one-off experiences. We also offer stand up paddleboard experiences that take people out of the city quieter sections of canal.

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 Support Guides. Depending on their experience, our volunteers could be leading or assisting on paddlesport tours.

**Questions?**

If you would like to discuss the role in advance of applying, please don’t hesitate to contact us and a member of the team will call you. The best way to get in touch is either via email hello@roundhousebirmingham.org.uk or calling our Visitor Centre on 0121 7164077.