

Total Adventure and A+ Guest Support

(0.4 FTE – 2 days per week)



Role Purpose

The Guest Support role supports guest, and parents of guests in booking and arranging their stay - primarily focusing on parents of Total Adventure campers, whilst also encouraging other teachers and group leaders to rebook or visit A+. S/He also supports the Total Adventure (TA) Holidays Coordinator in the planning and delivery of TA & related events. S/he works closely with parents, staff and volunteers to ensure programmes are well organised, welcoming and delivered to a high standard and in line with the A+ Christian ethos.

Key Responsibilities

Programme & Event Support You would be:

- Providing administrative and practical support for TA Holidays and related events, including Adventure Club, while supporting the organisation, staffing, and resourcing of the various TA events throughout the year.
- Ensuring TA-Coordinator remains on track with the TA Timeline, TA Handbook & Spirit of TA, working closely with the TA Coordinator and A+ Team to prepare for and supervise events.
- Support TA parents, carers and campers with their booking, and build positive relationships during the year.
- Maintaining effective relationships with local schools, clients, and volunteers, and support volunteer engagement and coordination as required for events and holidays.

Assisting 'on-the-ground' during TA events to creating a safe, inclusive, and encouraging environment for all, and model A+ values through attitude, behaviour, and interactions with campers and families.

- Contacting past guests of A+ and A+ Hospitality to invite them to return for future stays.
- Contact churches, schools/youth groups to share about A+ and invite them to visit/consider booking to stay..

Organisational Context

Total Adventure is one of four programme areas within Adventure Plus:

- Group Adventures
- Total Adventure Holidays
- GAP (Gap Training Year)
- Adventure Impact

Each area is led by a Section Leader. Section Leaders meet regularly throughout the year. The organisation is overseen by a Management Group and a Board of Directors.

Hours & Working Pattern: may vary as events come up. Working from Home may be agreed with your Line Manager, and it will be important to be in the office regularly as part of the A+ community.

- 0.4 FTE (2 days per week), with flexibility required around event delivery.
- The working day begins at 08:30 with a team meeting and Morning Thought.

Christian Ethos

You would contribute to Morning Thought and prayer on a shared rota, and support the A+ Mission to provide a credible Christian witness in all we do, through words and actions.

Qualifications & Experience

- A strong range of outdoor education qualifications is desirable, ideally including canoeing, climbing, bushcraft, archery, and mountain biking.
- Experience working with children and young people in an outdoor or adventure setting.
- Full UK driving licence desirable.

Salary & Benefits

- Salary: Pro rata from £25,000 – £27,500 (fte), depending on experience and qualifications.
- Holiday: initially 22 days per year worked.
- A+ is a mission organisation. Full-time team are encouraged to actively share our work with others who may be interested to know about A+ - and encouraged by our outreach; and invite guests to A+ events.

A+ Mission Statement To provide:

- *the best possible course, in line with each client's needs and*
- *a Credible Christian Witness in all we do.*