

**Canoe2**, a busy local Canoe Hire Company is located at the Boathouse at the prestigious Rushden Lakes development and requires new team members to help with the forthcoming 2021 season. This new team member will play a central role in helping us offer an exciting one stop shop for paddling adventures to a huge audience. This will include us providing:

- Canoe Hire on the River Nene
- Short break canoeing holidays on the River Nene
- Short term paddle craft hire on the lake
- Paddlesport Tuition
- Team Paddle Events
- Canoe & Kayak Shop
- Meeting Room Hire

## Position Description

### Job Title:

**River Paddler Advisor** (part time seasonal Work though can be full time at peak seasonal periods)

### Job Summary:

To ensure customers are provided with a professional and courteous greeting, are issued with the correct equipment and comprehensively briefed for their river trip. Also to guarantee on the ground logistics are effectively executed in accordance with the company's many daily requirements along the Nene Valley, ensuring we maintain a smooth professionally run operation. This role offers a fabulous working environment which will take in many of the most beautiful rural locations along the Valley. A truly unique job role!

**Contract period: 26/04/2021 – 30/09/2021**

**Remuneration/Benefits:** £ Negotiable upon relevant experience and qualifications

Free use of Paddlesport facilities/equipment

Good Staff Discount Scheme

### Main Activities:

- Preparation of all equipment and loading vehicles.
- Transport equipment to designated locations along the river.
- Meet and greet customers and complete check in documentation.

- Ensure correct all paddle equipment is issued to customers
- Give safety briefings/route talks/paddle demonstrations to customers before they commence their river adventure.
- Transport customer luggage to overnight accommodation (customers participating in multi day trips) Also collection on the following day.
- Carry out equipment checks and maintenance.
- Carry out all required preparation before meeting large paddle groups.
- End of trip logistical operations, meet and greet customers at their end location and assist them in their return to their start point – respond to events and changes to plans as they occur.
- Drive company vehicles with canoe trailers to drop off and collect canoes.
- Cleaning of all equipment after use.

#### **Special Conditions:**

- Arrangement of working hours will need to be in keeping with the operational and business requirements of Canoe2.
- Working hours will include weekends and bank holidays as required and some evenings.
- The post will involve working alone and unsupervised at our key locations along the River Nene.
- Leave will be very restricted during the peak School summer holiday season.
- Occasionally, training and meetings will be organised outside normal working hours. The post holder will be expected to attend whenever practicably possible.
- The reputation of Canoe2 is extremely important. It is a condition of employment that whether inside or outside of working hours the post holder upholds this reputation by positively promoting Canoe2.

#### **Knowledge and Qualifications:**

- Full clean driving licence with C1+E.
- Must have excellent Paddlesport experience and be a regular paddler.
- Hold minimum 2 star BCU Paddlesport qualification

#### **Work Experience:**

All applications to: [richard.nelson@canoe2.co.uk](mailto:richard.nelson@canoe2.co.uk) Please enclose latest C.V. with accompanying letter.

- Experience working in a leisure related environment involving customer service is desirable though not essential.
- Face to face working with customers on a daily basis.
- Be able to demonstrate a sound career history.

**Capabilities (Skills and Behaviours):**

- Excellent communication skills are essential.
- The ability to quickly build a genuine strong rapport with customers.
- Have a high level sense of responsibility, flexibility, enthusiasm and motivation.
- Work efficiently under pressure
- Have the ability to continually think ahead.
- Be able to maintain the highest level of professionalism and integrity.
- Possess a genuine 'can do' approach.
- Be a genuine team player.
- Have a good level of paddlesports experience

**Key Role requirements:**

- Possible BCU coaching or BCU paddle qualifications.
- Experience of dealing face to face with customers.
- Experience of driving a vehicle with a trailer.
- Must hold a clean driving licence.
- Have a good level of physical health and fitness.
- Must be able to work at weekends and consider these as normal working days.
- Must be available for work throughout the Whitsun and Summer School Holiday.
- To have a good understanding of the geography of the Nene Valley is beneficial though this can be covered within the induction program.