



Skills for life: employability and future pathways

# Presentation and interview

# The Chosen Job Role

## Activity Instructor/Group Leader for PGL

The Activity Instructor/Group Leader role combines these two roles enabling you to broaden your own experience and develop numerous transferable skills. (PGL, 2019)

Activity instructors run the activities and group leaders care for the guests pastoral needs and entertainment.

### Skills:

#### Skills

No qualifications are required for the Activity Instructor / Group Leader role as we offer a comprehensive training course to give you the skills, expertise and confidence to do your job. However, we look for applications from people who can demonstrate the following:

- Energy, enthusiasm and the ability to relate to young people.
- Experience that you have gained working with young people, whether it's volunteering with a local youth group or paid employment.
- Good organisation and effective communication skills.
- A commitment to delivering exceptional customer service.



#### Customer First

We put the customer at the heart of everything we do.



#### Teamwork

We are passionate about what we do and work productively together.



#### Respect

We treat our customers, suppliers and one another as we would like to be treated.



#### Action

We act quickly, positively and decisively



#### Learning

We encourage everyone to be the best they can be.



#### Fun

We create a fun experience for our customers and enjoy our work

(PGL, 2019)

# Previous experiences

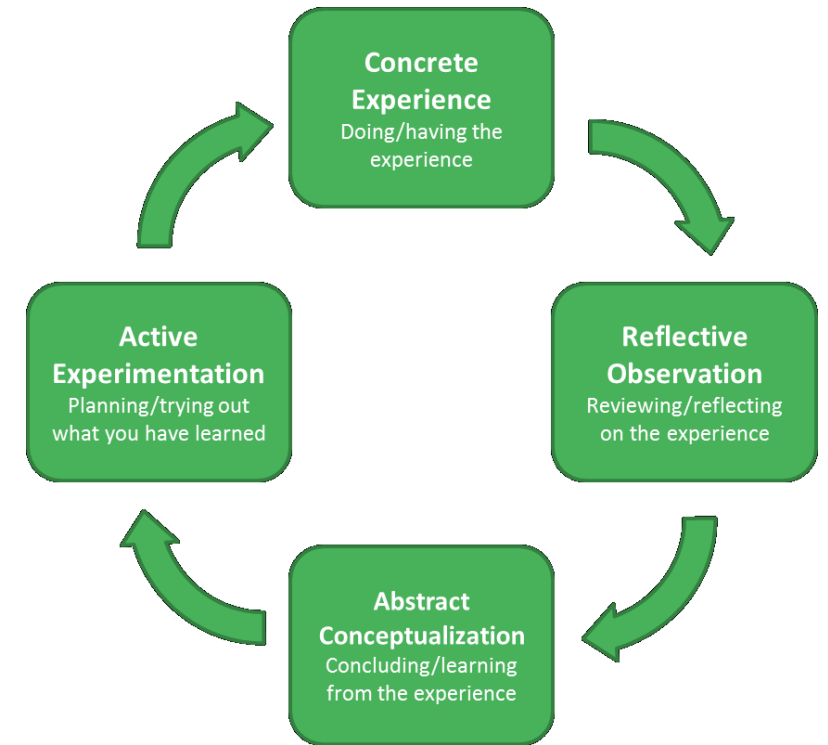
Camp America

Camp Huntington New York

Special needs camp aged 8-57

Communication skills

Teamwork skills



(Konak, et al., 2013)

(M. & Rajasekaran, 2018)



# Skills for the Job Role.

## Organisation skills

University has helped developed organisation skills.

This module has made me aware of how I can develop this skill.

Organisation stems from other skills such as teamwork and communication.



(Trought, 2017)

# Skills for the Job Role.

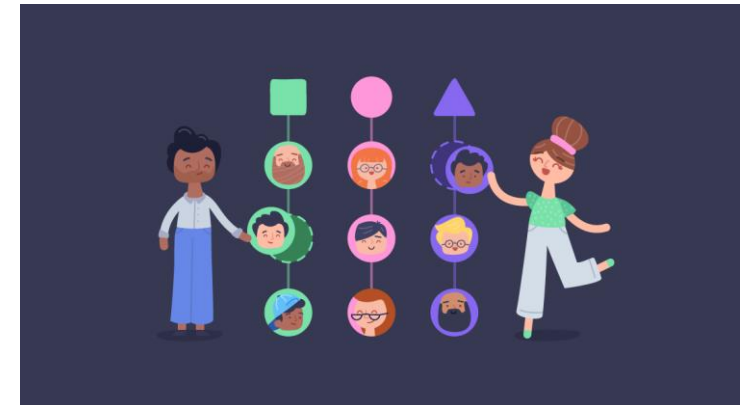


Teamwork and communication skills

Camp Huntington has made me aware of what is involved when working as a team.

Group discussions during the module has helped developed these skills

Beginning to learn basic sign language opens other aspect of communication



(Riebe, et al., 2010)

# Skills for the Job Role.

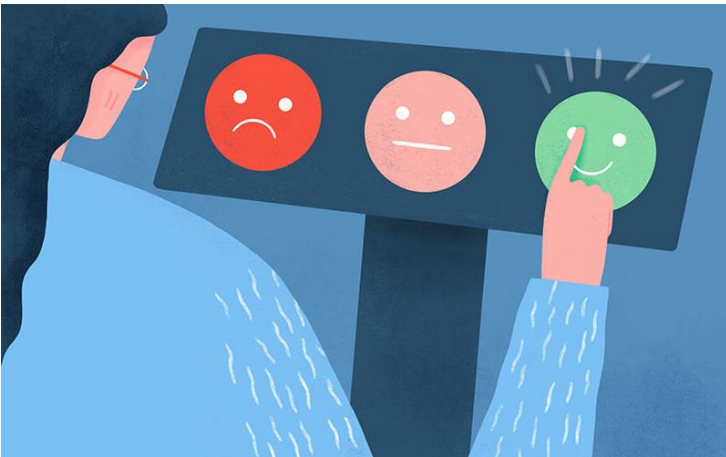


## Customer Service

Volunteering at Tenovus and working at the Co-oprative food has helped me develop my customer service skills.

Research into customer service

Links between customer service and returning customers



(Ponnam & Paul, 2017)

## References

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