



Pinkston Watersports

Role: Activities Manager

Full Time: 37.5 hours per week, flexible across 7 days.

Location: Glasgow G4 9XP, site based. No homeworking required.

Salary: £29,500 to £34,750

Annual Leave: 28 days annual leave, plus progressive leave policy.

Glasgow Watersports operates Pinkston Watersports in Port Dundas, a unique self-sustaining charity and urban community sports hub located close to the city centre. Pinkston is home to Scotland's only artificial white-water course alongside a large clean water canal basin and was a legacy project of the Commonwealth Games 2014.

We deliver a diverse and dynamic programme of activity: from public sessions and school engagement to community programmes, paddlesport development, and national-level training for rescue services. We are open year-round and are driven by a clear purpose to build stronger communities through activity, opportunity, and connection.

Our delivery is structured across four key business areas:

School and community programmes, public weekend activity delivery, venue hire for kayak clubs and rescue services, and secure storage hire.

We are looking for an exceptional Activities Manager to provide visible, hands-on leadership; someone who will inspire, lead, develop and support our instructional team, delivering our high-quality, safe, and successful activity programme.

Role Purpose

The Activities Manager is responsible for the planning, development, and delivery of activity programmes at Pinkston, ensuring they are safe, engaging, inclusive, and commercially effective.

You will lead and develop the instructional team, oversee programme planning across the year, and ensure that everything we deliver reflects our values and commitment to excellence. You will play a key role in balancing community impact with financial sustainability, while maintaining the highest standards of safety and customer experience.

We welcome applications from motivated, proactive individuals who take pride in the detail, can work independently, and are enthusiastic about contributing to a small, dynamic and collaborative team with the shared purpose of building stronger communities

Job Description

Key Responsibilities

Programme Planning & Centre Development

Collaborate with the core team on the planning and delivery of the annual activity programme across all the business areas

Support the development and management of a commercially effective programme that maximises participation and revenue

Balance commercial activity with community, club, and event provision

Continuously review and develop the programme based on feedback

Support the development of specialist delivery such as ASN groups and paddlesport awards

- Ensure timely scheduling and system uploads to optimise bookings and performance

Leadership, Staff Management & Development

- Lead, inspire, and supporting the instructional team, setting high standards through visible, hands-on leadership
- Planning and deliver annual staff training, refreshers, and ongoing CPD opportunities with support from the core team
- Oversee recruitment and onboarding of seasonal staff with support from the Centre Manager
- Manage rotas effectively to ensure productivity and excellent delivery across peak and off-peak periods
- Conduct regular staff observations, feedback, and performance monitoring
- Foster a strong customer-focused culture across the team

Safety, Equipment & Operational Standards

'We believe in the positive aspects of undertaking challenges in a wide range of activities and experiences in the outdoors.'

One of the key foundations of the Outdoor Learning approach is the intentional acceptance of both the benefits of undertaking activities in the outdoors and the potential risks of doing so. Challenges might be physical and/or psychological and may include real and/or perceived risk for the participants where real and often immediate consequences can lead to powerful and highly memorable learning experiences.' (Institute of Outdoor Learning)

At Pinkston Watersports we share the ethos of the IOL, we strongly believe that the range of activities we offer bring great benefits to all our clients and users allowing them the chance to build confidence, strength, independence, and social network, allowing them to realise their full potential.

- Oversee the management, maintenance, and safe use of all equipment and facilities
- Ensure all kit is logged, serviced, and replaced appropriately
- Maintain high standards of site presentation, cleanliness, and organisation
- Support safe and effective operation of the artificial white-water course, including maintenance planning

Policy, Compliance & Risk Management

- Develop, review, and maintain activity risk assessments and operating procedures

- Ensure compliance with all relevant safety standards including AALA requirements
- Support wider organisational policy development in health & safety and safeguarding
- Manage accident reporting processes, ensuring accurate recording, follow-up, and learning
- With the support of the core management team and technical adviser

Direct Delivery & Customer Experience

- Lead from the front by delivering high-quality sessions across activities
- Be visible, approachable, and actively engaged with staff and participants
- Champion excellent customer service and participant experience at all times
- Support the development of community-facing initiatives such as paddlesport “community of practice” sessions
- Support our pathway as we strive to become a Centre of Excellence

Youth Engagement & Community Impact

- Support development & delivery of creative and impactful youth programmes, including wellbeing, employability, and alternative education initiatives
- Collaborate on the development of youth work strategy, volunteering strategy and programmes
- Assist the Youth & Community Coordinator in building and maintaining strong relationships with partner organisations (schools, social work, community groups)
- Contribute to accreditation pathways, evaluation, and impact reporting

Administration & Evaluation

- Maintain strong oversight across scheduling, systems, and communication platforms
- Ensure timely and professional responses to enquiries
- Support complex bookings and cross-team coordination
- Contribute to evaluation processes across all programmes to demonstrate impact and inform development
- Computer literate with experience of Microsoft Office 365, with strong attention to detail
- Support evaluation processes using monitoring tools to track and record KPIs

Skills, Experience and Qualifications

Essential

- Proven experience in delivering and managing outdoor or activity-based programmes
- Experience delivering progressive Kayak, Canoe and SUP sessions on sheltered water
- Strong leadership skills with the ability to inspire, motivate, and develop a team
- Excellent organisational skills with strong attention to detail
- Ability to balance operational delivery with strategic planning
- Strong understanding of health & safety in an outdoor activity environment
- Excellent communication and interpersonal skills

- NGB Paddlesport Qualifications
- Experience in the use of Microsoft Office 365 and other programmes

Qualifications

- BC Paddlesport Instructor (Or equivalent)
- BC White Water Leader (assessed), with experience delivering on artificial courses and/or natural rivers or, a higher level of qualification
- BC Coach Award (any discipline)
- BC White Water Safety & Rescue Training (WWSR)
- 16 Hour Outdoor First Aid Qualification
- Safeguarding / Child Protection

Desirable

- Degree or further education in a relevant discipline
- Experience in a multi-activity or watersports centre
- Knowledge of AALA licensing and compliance
- Experience working with young people and community programmes
- Understanding of the third sector or social enterprise
- Experience using evaluation and impact data
- Land based activities – Archery, Bushcraft, Team Building
- Full Driving Licence
- D1+E Licence
- Leadership and coaching, youthwork qualifications or other relevant experience

Our Values

The successful candidate will actively embody and promote Pinkston Watersports' values:

- **We value the inherent rights of every child** - in all that we do is within the UNCRC framework and in our safeguarding practices
- **We value Fun** – Enjoyment is central to everything we do
- **We value Blue & Green Spaces** – Supporting health and wellbeing through outdoor environments
- **We value Learning through Challenge & Reflection**
- **We value Community Strength** – Building connections and opportunity
- **We value Safe Practice** – Safety underpins every experience
- **We value Good Stewardship** – Responsible use of our resources
- **We value Water Safety Training and Competitive Sport**

Additional Information

This role reflects the dynamic and evolving nature of Pinkston Watersports. As a small, ambitious, and busy centre, responsibilities will naturally develop over time. The successful candidate will be expected to

contribute flexibly, respond positively to new challenges, and play an active role in shaping how we grow and improve.

We are looking for someone who combines energy, attention to detail, and strong leadership presence, a self-starter who takes ownership of their work and manages their time effectively. You will be equally comfortable planning ahead and responding to the immediate needs of the day, stepping in wherever required to ensure the smooth running of the centre. A willingness to get stuck in, supporting others, and lead by example is essential.

This is a hands-on role where no two days are the same. The right person will take pride in delivering exceptional experiences while helping to shape the future of Pinkston, bringing a positive, proactive approach to both people and programmes.

If you're passionate about people, community, and purposeful work, we'd love to hear from you.

Reports to Centre Manager.

Application Notes

Informal conversations are warmly welcomed in advance of the closing date – contact our Centre Manager directly on Eddie@pinkston.co.uk.

Research shows that many talented individuals may hesitate to apply for jobs unless they feel they meet every single criterion. At Pinkston Watersports, we value diverse experiences and perspectives. If you are interested in this role and believe you have much to contribute, we encourage you to apply, even if your background doesn't match every requirement. Please tell us what makes you the ideal candidate.

Please apply in writing, by sending your CV and covering letter to Eddie@pinkston.co.uk.

Application Deadline: Sunday 12th July.

Interviews: During week of 20th July.

Corporate Responsibility

- Always Promote Pinkston Watersports positively and professionally
- Deliver excellent customer service and uphold strong professional standards
- Commit to equality, inclusion, and safeguarding in all areas of work

Pinkston is an equal opportunities employer and committed to safeguarding principles. We expect our staff to share our commitment. An offer of employment is subject to PVG and 2 satisfactory references.