

Job Description

Head of Operations

Reports to: Training and Personnel

Salary: £28,000 + 5% pension contribution

Hours: 40 hours per week

Location: Mill on the Brue

Contract: Full time and permanent

Level of disclosure check: Enhanced

Main purpose of post:

To manage the Operations Team in the delivery of Mill on the Brue programmes, ensure safety of our staff and customers and assist the Sales Director in the future planning of the Centre. Work with Training and Personnel in planning and delivery of timely staffing and training.

Key Tasks:

Personnel

- Manage Senior Instructors and oversee Instructors and Group Leaders
- Write and manage the staffing rota for the Ops team including Hours, Holiday and sickness
- Maintain jobs list for Senior Instructors, liaising with Directors and Maintenance where necessary.
- Oversee Ops staff performance issues including recording of absences and the disciplinary process in conjunction with Training and Personnel
- Advise and assist with Ops recruitment process including interviews
- Identify Training needs of Ops staff and deliver training where necessary in conjunction with Training and Personnel
- Distribute schools feedback to SI's to deliver to Ops staff
- Run and/or attend Senior Instructor meeting every morning
- Run appraisals for the Senior Instructors all Instructors
- Oversee training and induction of all new Ops staff, including organisation and delivery of training weeks including maintenance equipment
- Manage all freelance staff
- Oversee and audit Ops staff sign off folders, review the process where necessary

- Assist in reviewing company policies where appropriate and in conjunction with Training and Personnel

Customer liaison

- Welcome groups
- Follow up any complaints or observations with the Operations team.
- Undertake evaluations with visiting groups
- Informally 'touch base' with visiting staff to ensure expectations are being met.

Health and Safety

- Oversee awareness of current activity best practice and continue to review and amend practice/procedure/training accordingly
- Oversee with the SI's that the Ops team are recording accidents, near misses and incidents accurately
- Oversee the investigation of accidents, near misses and incidents as required and implement Action Plans in response to accidents, near misses and incidents when necessary
- Be a point of call for first aid incidents and second opinions
- Write/review Activity Risk Assessments, operating procedures and handbooks and update as required in conjunction with Training and Personnel.
- Individually risk assess any SEN adaptations when required
- Oversee the Inventory of all specialist equipment on site with logs of when it was introduced and how long it needs to be in circulation for (buoyancy aids, Metal work and Harnesses)
- Managing activities in adverse weather conditions i.e. calling when the river is too high or thunder and lightning will effect sessions
- Liaise with Technical Advisor on staff and practices of ropes review and update staff and procedures as required
- In conjunction with Training and Personnel ensure centre readiness for inspections – BAPA/HSE.
- Annual audit of Accident and Near Miss forms – with Training & Personnel
- Annual activity audit with Training & Personnel

Maintenance of equipment

- Oversee all activity areas of Mill on the Brue are kept to the required standard (safety and aesthetically)
- Maintain jobs lists and pass any technical jobs to appropriate teams including plan/cost projects
- Liaise with Maintenance for the purchase or use of maintenance equipment
- Oversee weekly/monthly/annual R's checks – and ensure records are accurate and up to date
- Organise an annual ropes and wires inspection and action any maintenance on the back of it
- Oversee the testing of new equipment

- Oversee the annual stock take of all activity equipment

Finance

- Keep a track of all Ops expenditure
- Attend monthly budget meetings with Finance Director
- Write annual budget and wish list

Vehicles

- Drive on and off site if required
- Ensure appropriately aged instructors are able to drive centre vehicles

Summer Camps

- Attend planning meetings and wash up meetings
- Ensure the production of an engaging and fun programmes for all ages groups including off-site activities
- Organise third party activity providers
- Be on duty one night per week during the individual season

Miscellaneous

- Attend weekly Management meeting
- Check Individuals/day visit programmes and liaise with Sales Director
- Monitor the Operations email account
- Duty Manager (weekly and/or monthly as required)

This list of tasks is not exhaustive and will be reviewed from time to time in discussion with the post holder.

Mill on the Brue is committed to safeguarding and promoting the welfare of children and young adults and expects staff and volunteers to share that commitment. An enhanced disclosure check will be sought in relation to the successful applicant for this post.

Person Specification

Essential

- Recent experience in delivering adventure, learning and environmental work to young people
- Proven experience of line managing a team of instructors and inspiring them to provide a high standard of engaging and fun experiential learning
- Proven ability to deliver a high standard of training
- Proven experience of managing paperwork and systems
- Demonstrable ability to motivate and act as a role model for other staff and work effectively within a diverse team
- Ability to build strong working relationships
- Ability to work flexible shift patterns including occasional weekends
- Ability to work on a multi level site

You must also hold the following qualifications:

- SPA/ RCI Award
- UKCC British Canoeing Level 2 (Core) Coach Award
- Valid First Aid certificate (minimum 16 hours)
- Valid Driving Licence and the ability to drive

You will also hold at least one of the following:

- ML / WGL Award or equivalent
- ERCA / IRATA

Desirable

- Budget management
- Able to bring in new ideas and ways of working