



Job Description

Head of Operations

Reports to: Matt Rawlingson Plant (Managing Director)

Salary: £29,000 - £35,000 + 5% pension contribution - depending on qualifications and experience

Hours: 42 hours per week. Two days off per week. Holiday 31 days (including Christmas & New Year)

Location: Mill on the Brue, Bruton, Somerset

Contract: Full time, permanent, after a probationary period of 12 months

Enhanced DBS disclosure

We are looking for a person who demonstrates a wide knowledge, experience and love of the outdoors, both professionally and individually. They must be hard working, proactive, organised, trustworthy, reliable, responsible, have a sense and humour and be passionate about delivering their knowledge of the outdoors to others, especially children.

To be IT literate and not fazed by spreadsheets and rotas.

To be a 'people' person, an excellent communicator, and demonstrate significant experience of managing teams.

To be willing to learn more about our environmental practices and help us to motivate our staff and customers to practice what we preach

To be an active member of our management team

Role:

- To manage the Operations Team
- To ensure the safety of staff and customers
- To assist the Sales Director in the future planning of bookings
- To plan and train the members of the Ops Team

Key Tasks:**Personnel:**

- To assist in recruitment & interviewing Operations Team members
- Oversee induction & training of all Ops staff
- Manage the Senior Instructor team, oversee Instructors, any freelance staff & group leaders
- Maintain jobs lists for Senior Instructors
- Oversee Ops staff, observing performance including recording of absences & any disciplinary process in conjunction with Training & Personnel
- Attend Senior Instructor meetings
- Manage appraisals for Senior Instructors & Instructors
- Attend management meetings

Customer Liaison

- Welcome groups
- Follow up any complaints or observations with the Operations team
- Undertake evaluations with visiting groups
- Informally liaise with visiting staff to ensure expectations are met
- Be on duty overnight occasionally and part of top cover for the Centre

Health & Safety

- Ensure awareness of current activity best practice, continue to review & amend practice/procedure/training accordingly
- Ensure Ops team are recording accidents, near misses & incidents accurately & thoroughly
- Oversee the investigation of accidents, near misses, & incidents as required & implement action plans in response to accidents etc.
- Be a point of call for first aid
- Write/review Activity Risk assessments, operating procedures & handbooks
- Individually risk assess SEN adaptations where required
- Oversee the Inventory of all specialist equipment
- Manage activities in adverse weather
- Liaise with the Technical Advisor (ropes) on staff training
- Responsible for AALA & BAPA applications

Maintenance of equipment

- Ensure all activity areas of MoB are kept to the required standard (safety & aesthetically)
- Maintain any jobs lists & pass any technical jobs to appropriate teams
- Liaise with maintenance for the purchase of or use of maintenance equipment

- Oversee weekly/monthly/annual Equipment checks (known as R's) & ensure logs are accurate & up to date.
- Plan & book annual ropes & wires inspection
- Ensure stock checks are carried out throughout the financial year

Other

- Hold a budget for activity equipment
- Develop new activities to enhance our programmes
- Lead on developing an Outdoor Instructor Course for November 2024, liaising with Sales & Training & Personnel

Qualifications:

Essential:

- Valid First Aid certificate (minimum 16 hours)
- Valid driving licence
- Expect to be within reasonable driving distance of the Centre for top cover calls or unexpected out of hours emergencies (shared with other members of the management team)

Plus one or more of the following:

- SPA/RCI Award
- ERCA/IRATA
- UKCC British Canoeing Level 2 (Core) Coach award
- ML/WGL/Lowland leader award

Desirable

- Archery GB
- Bushcraft Level 2
- MIA/MIC
- BCU Coach/Assessor

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