



Job Description

Operations Manager

Reports to: Kate Cravero (Sales Director)

Salary: £35,000 - £39,000 - depending on qualifications and experience + 5% pension contribution

Start Date: 1st December 2026

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 probation period

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)
- Enhanced DBS disclosure
- Minimum of 3 years managerial experience

Qualifications:

Essential:

Two or more of the following:

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

Desirable

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

Requirements

- We are looking for a highly motivated individual who demonstrates a wide knowledge, experience and love of the outdoors, both professionally and individually.
- We require a 'people' person, an excellent communicator, and someone who has significant experience of managing teams.
- To be successful in this role you need to be conscientious, proactive, organised, trustworthy, reliable, responsible, have a sense of humour and be passionate about delivering your knowledge of the outdoors to others, especially children.
- You must be IT literate and experienced in using spreadsheets and rotas.
- You should be keen to learn more about our environmental practices and help educate and motivate our staff and customers.
- We seek a team player who can engage with members of the management team as well as our wider team.

Key Responsibilities:

Personnel:

- Manage the Senior Instructor team, Instructors, any freelance staff & group leaders
- Assist in recruitment & interviewing Operations Team applicants
- Oversee induction & training of all Ops staff
- Maintain jobs lists for Senior Instructors
- Oversee Ops staff, observing performance including recording of absences & any disciplinary process in conjunction with HR
- 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 schools 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. Regularly 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 2027
- Liaising with Sales & Training, HR & Programmes

OPSMANJD09/2026