



The Beaudesert Trust

Providing adventure for young people & conserving Beaudesert Park

Operations Manager

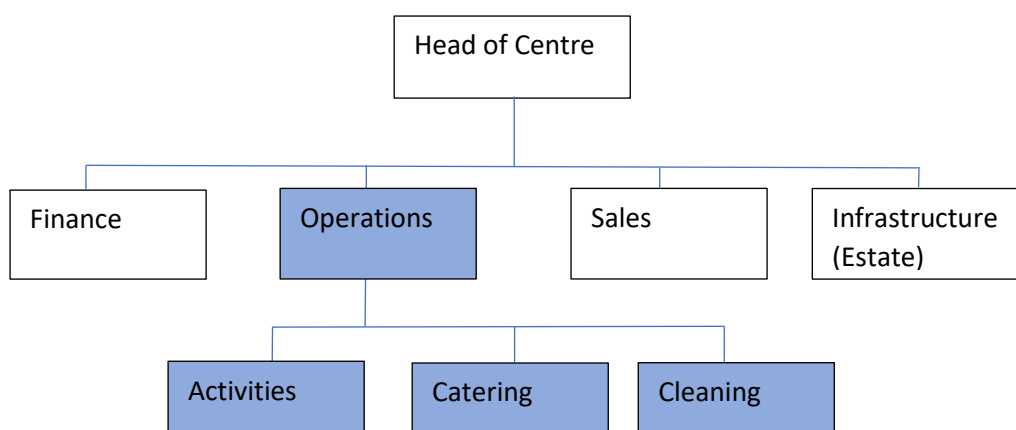
Person specification

The role

We are looking for an enthusiastic individual who can run the day-to-day operations of the centre. Our charity is growing and we are beginning a 5-year development plan aimed at increasing our surplus to enable us to reinvest in the centre. This development plan includes building a new climbing wall, low ropes course, and several other activities, installing a new podded village, improving our catering offer, as well as refurbishing our current buildings and toilets. You will be competent to manage the activity team, cleaning team, catering team and our volunteer events team. Your role is all about the here and now, the day to day. Your primary focus will be ensuring that our guests enjoy their stay from the moment they arrive to the moment they leave. You will manage the staffing to ensure that we always have the right number of people working for the days level of business. You'll also be willing to help out instructing when required. You will have fantastic customer service and you will also be able to deliver events.

Overview

This job is about ensuring that our visitors all have a great experience at Beaudesert Outdoor Activity Centre. With an absolute focus on how people experience our centre, the post holder will lead the operational staff in delivering our offer.



Role description

Responsible to: Head of Centre

Base location: Beaudesert Outdoor Activity Centre, Cannock Wood, WS15 4JJ

Term: Permanent

Salary: Negotiable – 37.5 hours per week

Working days: 5 days from 7 including at least every other weekend and some evenings.

Line management responsibility: Lead Instructor, Senior Instructors, Activity Instructors, Catering Manager, Housekeeper and Cleaners.

Key tasks

- Support the line management of a team of up to 25 staff, and up to 20 part time volunteers.
- Support the delivery of residential experiences, activities, catering and cleaning.
- Working with the Head of Centre, lead the way to ensure that all visitors to the centre have an amazing experience of the Beaudesert Outdoor Activity Centre product.
- Provide on-call duty management support as part of a rota.
- Develop and implement efficient and effective daily operating processes, ensuring your team members have the information that they need to be great at their roles.
- Other tasks as required to ensure that every visitor has a safe and memorable experience.

Who we are looking for

This role is to lead operational delivery at the centre. You will make our centre work day to day. You'll be excellent at planning and coordinating. You will lead by example, not afraid to get your hands dirty if needed. This person knows what's happening on site all of the time and instinctively leads the teams through their day to ensure all visitors have a memorable visit. You will have an eye for detail and be good at talking to people to diffuse and fix any challenges that occur. You will develop a team, working hard to give as many young people as possible an opportunity to have an adventure with us. We are a progressive centre and you will always be keen to improve everything we do.

Maintaining relationships with a wide range of stakeholders who are all involved in operating the centre will be key to success.

Experience

- Proven competence in managing people in an operational setting.
- Understanding of the value and importance of informal education; especially in the outdoors.
- Experience managing support services such as catering and cleaning.
- Experience of problem solving in a customer service focussed environment.
- Organised and comfortable with leading change.
- Ability to build effective relationships with visitors, volunteers and staff.
- Be able to take responsibility for financial management of several expenditure budgets.
- Ability to work logically in a measured and structured manner.
- Be able to create and deliver large events for up to 2000 people.

Values and personal qualities

- A self-aware, positive and approachable leader.
- An effective leader who is assertive, energetic and determined.
- An excellent role model who promotes high standards of integrity, and commands trust and confidence from others.
- Able to maintain an up-to-date knowledge of technical competency areas and take a proactive approach to self-development and performance improvement.
- Hold a qualification in one or more outdoor activities.

The benefits

Salary: Negotiable – 37.5 hours per week

Generous holiday entitlement: 34 days per year (includes bank holidays).

Food and drink: Lunch is provided to all staff at the centre when they are working and free beverages are available.

Looking after your future: Generous pension scheme. We are committed to providing our staff with a generous pension scheme. For all employees, the Trust has a pension plan with Nest.

Getting to and from work: Car parking is free. We also participate in the cycle to work scheme.

Uniform: a comprehensive uniform package is available free of charge.

Accommodation: Accommodation may be available as part of the package depending on your needs. From a comfortable but basic room up to a detached 3-bedroom house. These are negotiable as part of your salary package.

A generous commitment to continuing professional development.

How to apply

Please submit an application form and a cover letter to apply for the role. Please visit our website for more information about the centre. <http://www.beaudesert.org/about-us/join-us>. If you're unable to use email, please post your application to: Head of Centre, The Beaudesert Trust, Beaudesert Outdoor activity Centre, Cannock Wood, Staffordshire, WS15 4JJ

If you would like an informal chat about the role to find out more, please call 01543 682278 or email nigel@beaudesert.org.uk

Closing date 1st November 2023 and the interviews will be held week beginning 6th November 2023 with a start date of early January 2024 anticipated.

