



JOB DESCRIPTION

BELFAST ACTIVITY CENTRE

Post:	Operations Manager (OM)
Reports To:	Chief Operating Officer (COO)
Responsible To:	Chief Executive Officer (CEO)
Employed By:	Belfast Activity Centre Board
Hours	36.25hrs over a 7 day week. (The post holder will be required to work evenings and weekends and public holidays)
Primary Location:	Belfast Activity Centre, Barnett's Demesne, Belfast
Alternative Locations:	Ardaluin House, Bryansford Road, Newcastle BAC Mobile Adventure Learning venues across Northern Ireland and occasionally further afield.
Pay Scale:	Salary will be disclosed at interview and is commensurate to demonstrable qualifications and experience.

MAIN PURPOSE OF THE POST

The post holder will be working as part of a dynamic Senior Management Team, under the direction of the Chief Operating Officer, they will be responsible for the daily management and safety for multi sites and the development of sustainable revenue to support the Charity's strategic development and growth.

The post holder will have a major focus on site management and maintenance, health and safety, training and supervision, new business development and quality for all programmes that are outcomes measured set against agreed key performance indicators (KPI's). They will be required to demonstrate problem solving skills, excellent communication, negotiation and interpersonal skills and the ability to work with a wide spectrum of people whilst prioritising and balancing a complex workload.

The post holder will have demonstrable leadership skills and broad management experience across a range of disciplines. A knowledge of the outdoor activities sector, professionally or vocationally, they must support and develop established programmes and projects and take a lead with the development of new programmes providing direct assistance as necessary to enable them to function effectively. The post holder will take a

lead responsibility and accountability for the development of existing and new revenue generating streams including events, activities and short and longer term adventure learning programmes. This will include ensuring that the highest standards of health & safety including activity risk assessments and compliance for all policy and procedures including Standard Operating Procedures. The post holder will be responsible for ensuring operational staff team understanding and compliance with all Health and Safety standards and deliver programmes and activities that meet the aims and objectives of the Centre and maintain the Centre's Adventure Mark Gold Standard quality assurance and safety accreditation.

Belfast Activity Centre staff are expected to provide a Safe, Fun and Educational environment to achieve our vision for **“Changing Lives, Building Futures”**

DUTIES

Strategy:

- To provide an operational leadership role across the staff team so as to promote and deliver the Charity's **“Vision, Mission and Values”**
- To lead the continuing professional development (CPD) of the BAC operational team and maintain your personal CPD to meet BAC's strategic plan and delivery needs and priorities
- To play a key role within the BAC Senior Management and Operational Teams ensuring that effective and positive communication is maintained at all levels within the organisation to support a focused, motivated and coordinated “one team” approach
- To maintain and further develop the accredited quality standards for the organisation including the Association of Heads of Outdoor Education Centres (AHOEC) Gold Standard and Adventure Mark

Programme and Delivery:

- To lead the Staff Team in ensuring the highest level of safety within standard operating procedures set against a culture of risk management reflecting a clear understanding of risk to benefit analysis
- To assist the Senior Management Team to ensure a consistent approach for the quality of programmes and activities delivered across the organisation
- To improve the quality and range of experiential learning opportunities and accredited courses and programmes delivered to all participants at the Centre
- To administer (forward planning and resourcing) and deliver a range of short and longer term programmes, events and activities to meet the annual (unrestricted income) budget
- To ensure that (restricted income) funding targets, budgets and programme objectives are monitored, met and reported for all grant funded programmes and activities
- To develop an Aspirant Instructor Development Programme that supports future full-time and casual Instructor capacity demands
- To maintain an inventory for all assets, equipment and activity resources for stock reconciliation, quality inspection and future purchasing

- To oversee a continuing planned maintenance programme to ensure that the Charity sites, vehicles and trailers, equipment and resources are regularly inspected, serviced and maintained for optimum operational use and efficiency

Human Relations (HR)

- To play an active role in within the BAC Senior Management Team managing performance against agreed strategy and budgets
- To provide regular supervision and annual appraisals for designated staff
- To set, monitor and review annual and short term key performance indicators for all operational staff
- To monitor and manage staff with regards to safety, quality and (KPI) performance of delivery, general housekeeping and site presentation
- To identify and support BAC staff with their continuing professional development and training
- To be an active member of the Senior Management and delivery teams within the Centre and to attend and positively participate in and contribute to scheduled BAC staff meetings and staff training
- To support the BAC recruitment process for operational staff providing technical and competency advice and feedback

Administration

- To operate and comply with the administrative, stock auditing and booking systems and processes to ensure the smooth delivery of programmes within the Centre
- To provide input into the implementation of safety management systems whilst ensuring operational staff are delivering in accordance with policy and practice
- To ensure that monitoring and evaluation procedures and processes are followed and that management and funder reporting information is captured and presented as required and on time
- Other duties associated with the post at the direction of the Chief Operating Officer

PERSON SPECIFICATION

Essential criteria

The post holder will be expected to demonstrate and evidence:

1. Practical experience managing health and safety within a busy and dynamic workplace environment
2. Highly effective internal and external communication and people skills
3. Organisational leadership within a multi-disciplinary structure
4. Demonstrable people and process management and supervisory experience

5. Experience of delivering training, projects and programmes
6. Strategic and team development skills
7. An understanding of and ideally qualifications in, outdoor adventure activities and learning
8. A knowledge and understanding of financial management and reporting
9. Have good inter-personal and communication skills, time management and presentation skills with the ability to be a strong team leader and player, but also the ability to work on own initiative
10. An understanding of setting, monitoring and reviewing key performance indicators and targets
11. Experience in programme design and delivery with a minimum of two years' experience in directly managing a team and/or programme or project management.
12. An understanding of and experience in marketing, communication platforms and public relations

Desirable Criteria

1. Have a recognised third level qualification or equivalent relevant to this management role.
2. Hold a minimum of two recognised National Governing Body Awards or Qualifications that are deemed to be appropriate to the operational or developmental needs of the Centre and/or the individual projects/programmes. The Post Holder must be prepared to undertake approved additional training if required.
3. Hold a current clean driving license including a licensed entitlement to drive a minibus (D1) with CPC Card and an entitlement to tow a trailer (D1+E)
4. Have basic computer skills Microsoft Word, Excel, PowerPoint) and the ability to self-generate typed reports.
5. Be able to demonstrate the ability to work effectively with a wide range of age and profile groups including young families, children, youth, young adults and/or older persons, vulnerable children and adults including those with physical and mental disabilities, ethnic and minority communities etc.
6. Have a knowledge and understanding of the Duke of Edinburgh's Award/President's Award
7. Hold a valid First Aid certificate.

NB The duties and responsibilities outlined in this job description are not meant to be definitive or restrictive and may be modified to meet changing needs.

It will be the responsibility of the post holder to

- maintain their continuing personal awareness of current issues and good practices within the outdoor activities and education (learning outside the classroom) sector
- identify appropriate training requirements for their continuing professional development
- ensure that professional and national governing body accreditations and memberships to practice in

the areas of their responsibility are maintained.

Benefits package

1. Eligible for BAC pension contributions after probationary period of 6 months. Currently this package is auto-enrolled up to 8% of your salary based on a 3% employer/ 5% employee match scheme.
2. Eligible for BAC discretionary staff discounts with associate suppliers
3. Eligible for BAC discretionary PPE and personal outdoor equipment allowance
4. Eligible for BAC discretionary financial support towards training costs pre agreed in the post holders annual training needs analysis