

Operations Manager (Outdoor Learning) Job Description & Person Specification

December 2021



Role Details

Accountable to: Head of Woodrow High House

Location: Woodrow High House, Amersham, Buckinghamshire, HP7 0QG

Salary: £32,660 per annum

Hours: 42 hours per week, including weekend shifts, and evening cover duties.

Pension: London Youth complies with the employer pension duties concerning pension auto-enrolment in accordance with Part 1 of the Pensions Act 2008. London Youth currently uses The People's Pension as its pension vehicle and once you are eligible for auto-enrolment or opt into the scheme, London Youth will make employer contributions of 4% into the scheme on your behalf. You will be required to make contributions to your pension account also in accordance with the requirements of auto-enrolment.

Term: Ongoing

Why Work with Us? The Benefits.

We are a charity that makes a difference to the lives of young people. The why drives our mission and gives us purpose to keep doing what we do. We want our team to feel the same passion we have, and we know a part of that is also enjoying a few additional perks to keep us motivated.

Here are just a few of the fantastic benefits of working for London Youth at Woodrow High House:

- Generous holiday allowance – 31 days annual leave p.a., plus 8 bank holidays
- Additional leave granted to support voluntary activity
- Shared on-site accommodation available for this role
- Continuous learning opportunities, with contribution towards relevant qualifications and CPD
- Free meals provided whilst on duty when the kitchen is serving young people in residence
- Free tea and coffee
- Branded quality uniform provided
- Free onsite parking
- Free access for you and your family to the Employee Assistance Programme
- Free access to the 'Headspace' application
- Eyecare vouchers
- Flexible working opportunities considered
- Magnificent location surrounded by nature
- Annual organised week of staff training to areas such as the Lake District, Scotland, Wales, North Yorkshire, for staff to build NGB log-book experience, and practice outdoor skills
- You'll be working with a fantastic team of passionate colleagues across London Youth
- An outstanding culture and ethos where staff and visitors enjoy, challenge, and achieve
- Occasional supply of sweet – sometimes savoury – always yummy - treats are guaranteed
- You will be making a difference to the lives of young people!

Role Description – What You'll Be Tasked With

| The Team

Our people are the heart of Woodrow. As the Operations Manager, you will lead a professional, enthusiastic, and passionate delivery team; a team that believes in the potential of every young person who comes through the door and wants to make a difference for each of them through the experiences we are able to offer. This role directly line manages two Chief Instructors, who in turn manage a team of Outdoor Instructors. More widely, this role works across teams at Woodrow, including Leisure Operations, Facilities, and Finance. There is regular collaboration with the wider London Youth team, including our other Outdoor Centre – Hindleap Warren.

| Role Overview

As Operations Manager, you have primary responsibility for operational delivery across our centre, overseeing the site operation, leading, managing, and mentoring staff teams, taking responsibility for the customer experience, and the overall smooth operation of a high-quality outdoor learning facility. This role is a core part of the Woodrow senior management team, who are essential in supporting the Head of Woodrow to deliver our strategic objectives. You will work alongside the Facilities Manager to support health and safety, ensure risk assessments are in place, and that areas of improvement are identified. You will also work closely with the Sales & Marketing Manager to understand the customer requirements and to ensure we are able to deliver on these operationally.

You bring excellent people management skills and have an aptitude for training, mentoring and supporting your people. With your hands-on experience of managing a busy operation, you will ensure that all parts of the operation are running smoothly, teams are fully resourced and staffing and programming is effective. You will ensure that our outdoor learning programme offer, and delivery, is of the highest quality, meets the needs of our existing customers and will also attract new ones. You will take a great interest in the quality of these experiences, and we expect that you will bring your own ideas and welcome ideas from others such that you can lead on developing new ways of enhancing the visitors' experience, ensuring that it has a positive impact on their personal development and that they are enthusiastic about returning.

We are looking for a highly resourceful and organised individual who is flexible, motivated, and customer focused. You will have an analytical mind and be well equipped with critical thinking skills, enabling you to come up with effective solutions and make decisive decisions when faced with complex scenarios. You are an effectual collaborator and excellent communicator who will drive forward our operations and play a key part in the future success of Woodrow High House.

| Outdoor Learning & Residential Operations

- ✓ Oversee all activity provision, ensuring safe, effective delivery in accordance with centre operating procedures and relevant National Governing Body guidelines.
- ✓ Ensure all supporting paperwork is in place as required - operational risk assessments and operational procedures are current and fit for purpose.
- ✓ Oversee activity programming and staffing, providing day to day support as required.
- ✓ Develop and enhance our outdoor learning offer to optimise visitor experience and centre efficiency, working closely with internal and external stakeholders to achieve expectations.
- ✓ Along with the Chief Instructors and Facilities Manager, act as Duty Manager to lead the daily residential centre operation when required and be 'On Call' overnight on a rota basis. This includes working approximately one weekend in four.

| Cross Site Operations

- ✓ Work to ensure that our activities, buildings, and grounds are fully inclusive and accessible for all users, as much as is practically possible.
- ✓ Oversee the learning and evaluation aspect of our work ensuring that all administration and analysis of this work is carried out effectively.
- ✓ Oversee work experience opportunities for the centre, developing relationships with external organisations and developing links with potential partners to support future recruitment.
- ✓ Support the Facilities Manager and Centres Fundraiser as needed to facilitate volunteer opportunities that may provide development of activity areas.
- ✓ Ensure we maintain or surpass all standards required to meet external accreditations such as the LOtC Quality Badge and AAIA Adventuremark. Ensure the Centre's readiness for external inspections. Work towards achieving additional accreditations, as relevant.
- ✓ Support the smooth running of the leisure operation as appropriate.

| People

- ✓ Manage recruitment for operational roles. Work with Head of Centre to ensure that the operational delivery staffing model best meets the needs of the Centre.
- ✓ Lead an efficient and high-performing team, ensuring all areas of responsibility are run effectively, maintaining the highest standards of safety and excellent customer experience.
- ✓ Effectively line-manage and support the development of your team through regular 121s, reviews and annual appraisals, including working on their personal development.
- ✓ Encourage and motivate your team, assisting with mentoring and training where required.
- ✓ Oversee staff training and development ensuring that all training needs are met, training is appropriate, targeted and stays within budget. Deliver training as required.
- ✓ Ensure your training and competence is achieved and maintained, taking responsibility for your ongoing professional development.

| Health & Safety Compliance

- ✓ Ensure Woodrow meets its compliance obligations to service and maintain all activity equipment and kit in accordance with statutory and/ or industry best practice.
- ✓ Ensure activity risk assessments and operating procedures are annually reviewed and updated, as well as new documents created and shared where relevant.
- ✓ Support the Facilities Manager in ensuring buildings, equipment, grounds, and any other operational facilities are safe and fit for purpose.
- ✓ Ensure your staff are up to date with qualifications and training, and work in accordance with risk assessments and operating procedures.

| Corporate Responsibilities

- ✓ Actively promote London Youth's policy and procedures to value and respect diversity and inclusion in all aspects of your duties and working relationships.
- ✓ Manage resources to the highest standards and act as a custodian of best practice
- ✓ You will be expected to play a proactive part in the implementation of the work and policy of London Youth as a whole, supporting the vision, mission and aims of the charity.

Undertake any other duties as may be reasonably requested by Woodrow Management that ensure the ongoing operational success of the centre and delivery of excellent customer experiences.

Person Specification – What You Need to Demonstrate

Essential Experience, Knowledge & Skills

- ✓ Experience in successfully managing a complex operation in a customer facing environment, for a minimum of one year or more
- ✓ Experience managing a complex workload, with an ability to prioritise and make confident effective decisions when faced with conflicting priorities
- ✓ Experience of effectively leading, line managing and motivating staff teams to get the best from all individuals and collectively achieve organizational objectives
- ✓ Understanding of the value of outdoor learning, residential experiences and sports activity and their associated developmental outcomes for young people
- ✓ Experience writing risk assessments and operating procedures
- ✓ Experience of working with a range of customers, including young people and adults, with different backgrounds and varying needs
- ✓ Experience of overseeing safeguarding and health and safety best practice, and how this is applied in practice in outdoor activities environments to manage risk
- ✓ Computer literate and competent using Microsoft Office 365 applications
- ✓ Experience in the use of Cinolla, or a similar bookings and resource management system
- ✓ Experience in managing a budget and operational planning would be advantageous

Qualifications

- ✓ **Minimum of three** of the following recognised NGB instructing/coaching qualifications: High Ropes (ERCA Traditional Instructor, ERCA Generic Rescuer), Climbing (RCI/ CWI), Archery GB Instructor, Walking/Expedition Leading (Mountain, Hill & Moorland, Lowland Leader, Basic Expedition Leader), MTB Leader/ Coach, Bushcraft Instructor/ Leader Level 2/3.
- ✓ Other higher-level outdoor instructing/coaching/academic qualifications – Highly Desirable
- ✓ D1 Minibus Driving License – Highly Desirable
- ✓ PPE Inspector – Highly Desirable
- ✓ Ropes Course Inspection & Maintenance – Highly Desirable
- ✓ APIOL or RPIOL – Desirable
- ✓ Environmental Science qualification - Desirable
- ✓ National Pool Lifeguarding Qualification (NPLQ) – Desirable

Essential Personal Attributes

- ✓ Excellent leadership and people management skills, able to motivate and inspire your team
- ✓ Outstanding organisational skills, able to effectively prioritise a complex and varied workload
- ✓ Composed demeanour, able to keep calm under pressure and solve problems when they arise
- ✓ Strong analytical thinker with meticulous attention to detail
- ✓ Customer-centric mindset with exceptional customer service skills
- ✓ Strong collaborator with impeccable interpersonal, relationship-building and networking skills
- ✓ Articulate communicator with a confident negotiation technique and excellent written skills
- ✓ Self-motivated with a positive attitude, impeccable work ethic and a flexible approach to work
- ✓ Able to work independently, demonstrating proactivity and initiative
- ✓ Absolute commitment to London Youth's principles of equality, diversity and inclusion
- ✓ Passionate about nature and the outdoors
- ✓ Passionate and demonstrably committed to improving the lives of children and young people

Ready to Make a Difference? How to Apply

London Youth embraces equality, diversity, and inclusion. We are committed to the ongoing development of an organisation that values and represents a variety of backgrounds, perspectives and skills and welcome applications that reflect this.

If this is the role for you, email your CV and a separate supporting statement outlining how your skills and experience meet the criteria outlined above. Applications without supporting statements will not be considered. **Please submit your application** with subject line “**Operations Manager (Outdoor Learning)**” to woodrow.recruitment@londonyouth.org.

Interviews: Applications will be considered upon receipt and only those that satisfy the criteria will be shortlisted and invited to interview. We are unable to respond to every application submitted – if you have not been invited to an interview within 21 days of submitting your application, please consider your application unsuccessful at this time.

If you have any questions regarding the role, please ring 01494 433531 and ask for the Head of Woodrow, Asti Kanaris.

A Little Bit About Who We Are

| London Youth

We are London Youth. A charity on a mission to improve the lives of young people in London. Our vision is that all young Londoners grow up healthy, able to express themselves, navigate a fulfilling career and make a positive contribution in their communities. Our mission is to support and challenge young people to become the best they can be, developing their confidence, resilience, and relationship skills. We do this with, and through, our network of community youth organisations, delivering sports, arts, employability, youth action programmes, and at our two Outdoor Learning Centres, Hindleap Warren and Woodrow High House. We look to work with all young people, focusing on those who wouldn't otherwise have access to opportunities.

| Woodrow High House

Located in the Chilterns, Woodrow High House is a 26-acre site made up of a Grade II listed manor house dating back to the mid-1600s, boasting a 120-bed Outdoor Learning Centre and Leisure Centre complete with swimming pool, sports hall, 3G Astroturf pitch and off-road cycle circuit. London Youth has owned and operated Woodrow since 1945, delivering memorable experiences for over 8,000 children and young people each year. The leisure facilities are used by house guests and the local community. The pool is used by private hire local community groups, house guests, and hundreds of children who attend our swim school each week.

| Our commitment to anti-racism

In July 2020, we issued a [statement](#) committing to become an anti-racist organisation and to actively tackle racism. Since then, London Youth has worked with our staff and trustees to understand first the issues within our organisation, collaboratively developing a Theory of Change to define our areas of focus, approach and plan of action moving forward. We have a Race Equality Action Stakeholder Group which is chaired by a London Youth member and trustee. This group includes representatives from across the organisation and oversees the implementation of our Race Equality Action Plan. At the heart of youth work is the drive to level the playing field for all young Londoners to succeed, regardless of their backgrounds. Over two thirds of the young people we work with are from racialised communities and we know that without the opportunities which youth organisations provide, there would be limited experiences open to them.

Cherry Lane, Amersham, HP7 0QG

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