



Coventry City Council

Job Description

Post:	Head of Centre / Operations Manager	Job Number:	
Service:	Outdoor Education	Post Number:	1035214
Location:	Plas Dol Y Moch OEC	Grade:	NJC 9

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

Plas Dol Y Moch is a residential outdoor education centre. The Head of Centre will lead the delivery of all operational systems which provide high-quality, effective and economically-viable outdoor learning sessions at the centre, with line management responsibility for all staff employed to teach and/or assist the programmed sessions and budgetary responsibilities for the centre. This includes overnight stays, some weekend working.

Main Duties and Responsibilities:

1. To lead and have overall responsibility for operations at PDYM OEC, overseeing all aspects of the day to day delivery of high-quality outdoor learning sessions by the centre teaching staff team.
2. Directly manage the teaching staff team and centre trainees, including the selection, appointment, induction, integration, deployment, training, and development of centre teaching staff, through the effective application of the CCC OES PMR appraisal system.
3. Develop the structure of management within the teaching staff team through individual and team development, development of roles, responsibilities and relationships so as to align service needs with individual skill-sets/competencies and oversee a culture of high quality provision including all aspects of safety (AALA compliance, staff competencies and equipment use).
5. Develop a policy for activity and course provision at PDYM OEC which is explicitly linked to the curriculum by advising and supporting the teaching team in their work as curriculum leaders-developing the outdoor learning sessions, the necessary resources and their links to the curriculum.
6. Manage the staffing and equipment budgets to ensure that all courses are appropriately resourced, with departmental requirements being integrated in a strategic renewal/replacement cycle.
7. Lead an innovative approach to review and develop operational functions which support the delivery of a high quality service at Plas Dol y Moch OEC by incorporating user feedback and course evaluation data.

8. Work effectively with OES SLT colleagues by contributing specialist skills and knowledge to meetings convened to enhance service delivery and ensure the PDYM budget is balanced.
 9. Liaise with officers, teachers and course leaders in Coventry, to co-ordinate the planning and organisation of courses including target setting and course objectives.
 10. Teach pupils across all phases and adults, supervise evening activities and be on-call at night and supervise morning routines. Where appropriate the post holder will directly deliver activities.
 11. Be the first point of contact to resolve issues relating to operational matters at Plas Dol Y Moch OEC during open periods, and contactable when the centre is closed.
 12. Take a lead in promoting the business to partners, stakeholders and prospective customers, taking a lead role in relationships with strategically important customers at the centre.
 13. Develop and implement an exciting programme of high-quality activities available year-round. Ensuring that the programme delivers an outstanding experience for all of our visitors and provides a significant commercial return to the organisation
 14. Lead motivate and support the team, building commitment, enthusiasm and confidence. Ensure that the expectations and accountabilities of staff and any volunteers are clear and manage performance to achieve business plan objectives.
 15. Ensuring an effective and rigorous training programme is in place for the team, focused on safety, quality, visitor experience and commercial sales
 16. Ensure that staff are held responsible for the safe-keeping of property and equipment and that staff manage the set-up, delivery and decant of the programmes in accordance with organisational requirements
- Any other duties and responsibilities within the range of the salary grade, weekend and overnight stays are an essential part of this role.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to: Senior Manager for Outdoor Education Service

Date Reviewed: November 2020

Updated: November 2020



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Person Specification

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Location:	Plas Dol Y Moch OEC	Grade:	9

Area	Description
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Knowledge:	<ul style="list-style-type: none"> Up to date knowledge of outdoor education in terms of curriculum, safe and effective practice.
	<ul style="list-style-type: none"> Effective leadership and management in residential outdoor education contexts.
	<ul style="list-style-type: none"> Sound academic knowledge of OE theory and the contribution that attendance on a residential outdoor education course can make to raise levels of pupil engagement, attainment and achievement across subject curricular areas and personal development.
	<ul style="list-style-type: none"> Good knowledge of data protection guidelines.
	<ul style="list-style-type: none"> Good knowledge of child protection and safeguarding issues.
	<ul style="list-style-type: none"> Good knowledge of budget monitoring and financial procedures.

Skills and Abilities:	<ul style="list-style-type: none"> Highly developed operational thinking, planning and leadership qualities.
	<ul style="list-style-type: none"> Develop and sustain effective teams, with an ability to empower the development of staff by providing support and challenge in a positive, sensitive style that motivates and enthuses staff.
	<ul style="list-style-type: none"> Excellent organisational skills - being able to initiate and lead and delegate innovative work methods and practices, organise and prioritise workload during periods of conflicting pressures.
	<ul style="list-style-type: none"> Excellent written and verbal communication skills to be able to establish effective working relationships within the team and with service users, and give clear guidance and explanations to service users and colleagues in relation to systems and procedures.
	<ul style="list-style-type: none"> Ability to analyse, interpret and evaluate information accurately
	<ul style="list-style-type: none"> Able to use skills and abilities to evaluate current systems and introduce and apply new procedures.
	<ul style="list-style-type: none"> Able to deal with confidential information appropriately
	<ul style="list-style-type: none"> Flexible and responsive to the changes and challenges that arise within a small residential education centre in a relatively remote location.
	<ul style="list-style-type: none"> High expectations of pupils' learning, attainment and behaviour, and the ability to relate their experience at the centre to success in their work at school.
	<ul style="list-style-type: none"> Able to drive centre vehicles when required



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	<ul style="list-style-type: none"> • Proven excellence as a professional educator
Experience:	<ul style="list-style-type: none"> • Significant experience within a residential outdoor education context, supported by substantial, successful experience in a leadership role within an OES. • Highly competent activity practitioner with a range of NGB's, at least one at an advanced level. • Handling a varied and busy workloads with conflicting demands and timescales • Planning and implementing successful change • Providing first aid • Working alone and managing workload and priorities • Innovative project planning and implementation.
Educational:	<ul style="list-style-type: none"> • Graduate, or an appropriate professional accreditation with evidence of intellectual i.e. published papers or articles., ability to teach outdoor education at instructor level holding current certificates • Evidence of continued professional development in areas relevant to this post. • Broad range of technical OAA qualifications, including at least one at an advanced / technical adviser level. • Remote Emergency Care First Aid qualification or willingness to undergo training • Full Driving Licence with D1 endorsement
Special Requirements:	<ul style="list-style-type: none"> • This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment. • A willingness to travel to and work in Coventry when required. • A willingness to work outside normal hours as required by the needs of the service.

Date Reviewed: November 2020

Updated: November 2020