

## ROLE DESCRIPTION

Job Title	Operation Manager
Reports to	Centre Director

## KEY RESPONSIBILITIES

- Safety of activity programme
- Quality of activity programme
- All activity related training
- Line management of activity team
- Role model running sessions, leading events and coaching
- Development of existing and new CYE events
- Management team contributor to discipleship programme, budget planning and direction setting

## PERSONAL PRIORITIES

- To have regular personal 'quiet times' of Bible reading & prayer
- To join in fellowship with a local church and attend services regularly
- To maintain a healthy spiritual relationship with other members of CYE staff
- To understand, value and seek to develop the different gifts of everyone in the CYE staff team including employees and volunteers

## RESPONSIBILITIES

### 1. Activities

- a. Build and develop the activities offered to guests into irresistible experiences, either through enhancing or updating current activities, or piloting new ones
- b. Lead on compliance and registration with the RYA, British Canoeing and AALA
- c. Ensure adequate activity and event leader staffing of all CYESC events
- d. Take all reasonable and practicable measure to ensure the health and safety of visitors, staff and third parties at all times through the effective implementation and adherence of:
  - i. Risk Assessments
  - ii. Operating Procedures
- e. Ensure appropriate action from and regular strategic review of accident reports, near miss forms and event feedback
- f. Ensure all staff and volunteers are appropriately trained and qualified for all events and activities they run or join. This includes activities governed nationally (e.g. sailing, paddling) as well as those not governed nationally (e.g. rafting, low ropes, tunneling)
- g. Attend external courses and conferences from time to time to ensure knowledge is up to date
- h. Oversee monitoring on standards of instruction across all activities

### 2. Leadership

- a. Oversee the preparation, delivery and monitoring of standards of the development programme for all Activity Leaders
- b. Oversee the recruitment of all activity staff
- c. Ensure that all activity staff have effective, regular 121s and appraisals
- d. Monitor the development and spiritual welfare of the activity team
- e. Maintain and develop good working relationships with CYE neighbours, visitors and suppliers
- f. Line manage the Senior Activity Team and Bosun
- g. Deputise for Centre Director
- h. Organisational Leadership:
  - i. Strategic input into the current running and future plans of the centre
  - ii. Sounding board for key objective and logistical decisions with Strategic Team during regular meetings

3. Discipleship
  - a. Prepare and host specific elements of the staff discipleship programme
  - b. Be a role model in your Christian faith to other staff and all who visit CYE
  - c. Explore and practice ways of presenting and sharing the gospel message in an engaging and sympathetic way
  - d. Work alongside the Discipleship Steering Group to plan, communicate and facilitate the Discipleship programme
  
4. Premises and Equipment
  - a. Maintain a fleet plan which ensures a rolling schedule of replacement of all fleet as required to uphold safety and quality of events in consultation with Bosun
  - b. Oversee the provision and maintenance of all safety equipment and activity clothing
  - c. Work with the Maintenance Manager to plan improvement work to land activities each year
  - d. Update the General Manager to ensure that adequate standards of uniform are maintained within the CYE staff team
  
5. Authority
  - a. Be the RYA and British Canoeing principal for CYE
  - b. Ultimate responsibility to decide whether an activity session goes ahead, stops or is adjusted at CYE
  - c. Oversight of all activity budgets to ensure good stewardship of charitable funds

## PERSON SPECIFICATION

Essential	Desirable
RYA Senior Instructor	RYA Powerboat Instructor
Experience of instructing in an outdoor activity centre	RYA Advanced Instructor
Proven commitment to discipleship and an active Christian faith	BC Level 2 Paddling Coach
Proven ability to take initiative and manage change through to successful completion	Experience of working in multiple activity settings, including experience of RYA and BC training schemes
Experience in youth work with 8-18 year olds	Experience in leading short devotions or bible studies
Proven ability to proactively line manage and develop a team	Experience with coaching adults
Personally organised and able to teach others this skill	Experience of recruitment and management of volunteers
Articulate and capable communicator and presenter	Experience of owning and managing a budget
Up to date understanding of National Governing Body requirements for outdoor centres in the UK	
Knowledge of relevant available watersports equipment	
Valid full UK driving licence	