

## Outdoor Education Service



### **Job Description:** **Scale SO1** **Assistant Centre Manager Arthog Wales – Residential Experience**

#### **Job Purpose**

To assist the Centre Manager of Arthog Wales Outdoor Education Centre with a specific responsibility for Residential Experience.

This is a residential centre of 110+ beds across the estuary from Barmouth in Mid-Wales. It offers 'Peak experiences'/'life changing' residential experiences in the mountains, rivers and coastal environments around the Centre. The offer is also extended through expeditions in the wider UK and abroad.

This post manages the residential experience including visitor liaison and welfare, course planning, domestic and catering delivery, Centre presentation, standards of accommodation, and a welcoming environment.

#### **Major Tasks**

1. A member of the Centre Senior Management Team who deputises for the Centre Manager in their absence.
2. Foster the delivery of safe, enjoyable, stimulating residential experiences to a range of clients. Further the Arthog dynamic, reflective and responsive ethos and support our aspiration for high quality residential experience and client care.
3. Line manage the Administrative, Catering and Domestic staff teams (Residential Support Staff), monitor their practice and ensure their awareness and understanding of Centre policies and procedures. Develop and maintain records of all qualifications and training.
4. Take responsibility for Residential Support Staff development and training; identify training needs, liaise with the Centre Manager to develop a staff development plan including induction, CPD, monitoring and mentoring.
5. Understand internal, T&W and national policies which apply to the residential operation of the Centre and advise the Centre Manager in their application.
6. Develop and implement residential policies and procedures including risk-benefit assessments, accident and near miss reporting and lesson learned.
7. Maintain an overview of residential accommodation and equipment to ensure safety and maintenance is to a high standard, rooms are well presented, and inventories are maintained.
8. Liaise with relevant suppliers and manage allocated budgets effectively to maximise best value, and to ensure accurate records are maintained.
9. Support the Centre Manager with the booking process and subsequent communications to ensure a high level of service. Assist with planning and agreeing course programmes appropriate to age, time of year and other needs.
10. Co-ordinate Teacher Liaison meetings, and develop and manage pre- course information so that visitors, staff and outside agencies have access to clear, accurate

and appropriate information.

11. Agree and plan the logistics of courses and cost effective delivery including travel, arrangements for shared use, accommodation, medical and dietary information and needs. Liaise with the Assistant Centre Manager (Outdoor Education) regarding the staffing levels for course programmes
12. Oversee the running of the tuck shop through the Residential Support Staff team. ensuring regular stock taking and suitable stock controls are in place.
13. Coordinate and manage the whole Centre for a required number of courses each year. Contribute to the day to day routines necessary for the effective operation of the Centre and be a duty instructor and work occasional weekends.
14. In conjunction with other Arthog SMT post holders fulfil a Designated Safeguarding Lead role for safeguarding whilst ensuring all recording and reporting is accurate and up to date

### **Contacts**

As a member of the Centre SMT the Post Holder (PH) will require regular contact with the Centre Manager and Assistant Centre Manager – Outdoor Education.

Close working relationships are necessary between the PH and the Residential Support Team which the PH line manages. The PH will lead daily planning meetings with colleagues and will be a source of advice and guidance. This entails regular contact with colleagues and a high level of interpersonal skill.

Regular contact will be needed with Outdoor Education Staff to exchange information and request assistance, which requires an understanding of their roles and responsibilities and an awareness and consideration of their workload.

There will also be an essential requirement to liaise with members of the local community and LA officers on a regular basis.

Significant contact will be between PH and the client group whose care and safety they are responsible for. The PH will work alongside visiting staff to ensure that a supportive and responsive relationship is developed and maintained. This requires tact and diplomacy.

The PH will ensure contact with peers and organisations in the residential outdoor education field, to access bench marking and have working knowledge of national accepted standards and practice

### **Creative Work**

The role requires vision, ambition and commitment to challenge working practices and to make recommendations for the continued development of the residential experience delivery at the Centre.

In consultation with the Centre Manager the PH will write, implement and revise as necessary Centre residential experience policies and procedures.

The PH will continue to develop the range and quality of residential experience provision taking account of research, change, CPD opportunities and developments in the wider residential learning arena. This will include developing the use of residential outdoor education to support Council priorities and targeted groups.

As part of the Centre SMT, the PH are also encouraged to make suggestions about any aspect

of Centre operation where they see scope for improvement.

### **Decisions Made**

The PH will be involved in the booking and pre-course planning stages and support the Centre Manager in making the decisions involved in developing the annual programme of courses.

The PH will be responsible for the day to day operational management of the residential experience delivery. They will monitor and evaluate all aspects of the residential component to ensure that practice reflects policy and take appropriate steps to ensure that the centre delivers a high quality of service and client care. They will optimise deployment of residential Support staff and resources to ensure a cost effective and high quality service. . In the event of a change in circumstances or emergency during a residential visit, the PH will have to make decisions in a demanding situation.

They will lead the recruitment of Residential Support Staff and ensure that effective induction, performance management and staff development processes are in place. The PH will make decisions about Residential Support Staff team training requirements, operational issues and the purchasing of equipment.

As part of the Centre SMT, the PH are also encouraged to make suggestions about any aspect of Centre operation where they see scope for improvement.

### **Supervisory Responsibility**

The PH will be responsible for the pre-course planning stage and ensuring the relevant information is collected from the visiting group staff and communicated within the Centre.

The PH will oversee the day to day operation of the residential visitor experience, providing advice and direction as necessary, to ensure compliance with 'Centre Policies and Procedures'.

The PH will line manage the team of Residential Support Staff.

### **Supervision Received**

The PH is expected to work closely with the Centre Manager. The PH must have the competence and confidence to work independently.

### **Complexity**

The PH must have significant experience in managing residential provision for young people and demonstrate a knowledge and understanding of the value of residential experiences.

The PH will have a level of interpersonal skills commensurate with the varied requirements of team management and be competent in providing advice and direction to the Residential Support Team.

The PH will need a thorough understanding of the complexity of residential experiences some distance from home for a range of age groups and the planning and preparation required.

The PH will have the ability to prioritise, delegate and manage time effectively and proactively manage multiple demands.

## **Education and Experience**

Typically the PH will be educated at a Further or Higher Education level and may have a teaching/youth work/coaching qualification. They need to be able to liaise confidently and knowledgeably with staff from a range of organisations.

The PH must have breadth of experience and qualifications relevant to the residential experience; e.g. pastoral care of young people, customer care and liaison, catering, domestic management, health and safety, facility management. They will understand the value of a residential experience within an educational setting and have knowledge of outdoor education.

They will have knowledge of the relevant statutory requirements for health and safety management within the terms of reference of this role.

The PH have proven experience of organising self and others in the delivery of high residential experiences to a diverse range of groups, with due regard for their expectations, capabilities and safety

The PH will be expected to work outside of normal working hours (including evenings and weekends) when required, in order to maintain the safe, effective and efficient operation of the service.

## **Allowances**

*To be read in conjunction with Telford and Wrekin Council's Written Statement of Particulars of Employment [Employment Rights Act 1996]*

### **Flexible working**

To meet the needs of the Service and its customers, a flexible approach to working is required and in line with a 24 hour residential operation.

The Service operates over seven days a week and as such staff are required to work evenings and weekends, as part of their normal working week, for which no enhanced rates of pay will be paid.

As the Service has seasonal variations in its activity and occupancy, so staffing needs to be flexible to meet these booking patterns.

Hours of work will be managed over an agreed period, through a local flexi time system and up to one working week (pro rata), credit or debit will be able to be carried over into the next accounting period.

Working time and/or time off in lieu is to be agreed in advance unless in an emergency or extenuating circumstance (in such circumstances agreement must be sought at the earliest reasonable opportunity) and a formal record is to be kept.

Overtime will no longer normally be paid as employees will be expected to manage their time over the agreed period to take back hours accrued in accordance with business need, the terms of the local flexi time scheme and agreed Centre staffing rotas.

### **On call arrangements**

- Receiving a telephone call will be paid at a minimum of 1 hour (pro rata thereafter) based on the employee's hourly rate.
- Attending a call out will be paid at a minimum of 2 hours (pro rata thereafter) based on the employee's hourly rate. As this will be an additional journey travel expenses will be paid.
- These payments are eligible for enhanced payments up to an including employees on Scale 6, employees on S01 and above are not eligible for paid overtime and as such will be entitled to time off in lieu.

### **Annual leave and Bank Holidays**

Telford & Wrekin Annual leave and Bank Holidays (pro rata for part time working) arrangements are detailed within employees Statement of Particulars.

### **Meals**

At Arthog Wales where there is a catering facility, meals are provided to staff who are supervising pupils during meal times (as such this is not a taxable benefit).

### **Expeditions**

Expedition evenings and overnight camps are specifically remunerated at plain time as follows;

- Evening of activities and direct supervision followed by overnight camp including early breakfast supervision = 7.4 hours additional pay
- Overnight camp but remote supervision during evening and night e.g. DofE Qualifiers = 3.7 hours additional pay
- Meals are provided to staff who are supervising pupils during meal times (as such this is not a taxable benefit).

These payments are in addition to the daytime working hours which are part of the agreed flexible working period.

All post holders are eligible for casual car user allowance.

## Person Specification: Assistant Centre Manager - Residential Experience

Criteria	Standard
Qualifications	<ul style="list-style-type: none"> <li>• NVQ 4 level qualification or the equivalent in terms of qualification and experience e.g. Outdoor Education, Teaching, Youth Work, Coaching, Child Care, Hospitality.</li> <li>• Current accreditation, NGBs, certification in areas relevant to residential and/or outdoor education provision and management.</li> <li>• Current First aid</li> <li>• Current Driving Licence</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of quality practice in residential education provision</li> <li>• Understanding of the benefits of outdoor education</li> <li>• Knowledge of special educational needs and accessible activities.</li> <li>• Knowledge of relevant statutory requirements and health and safety management</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Personal experience of adventure activities and/or the outdoors</li> <li>• High level of client liaison and customer care skills</li> <li>• High skill level in the management of residential courses; planning, organisation and coordination.</li> <li>• High skill level in people management and motivation.</li> <li>• Financial management and resource allocation.</li> <li>• High level of communication skills both verbal and written.</li> <li>• High level of organisational and inter-personal ICT skills.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Proven experience of managing residential provision for a range of client groups including children/young people.</li> <li>• Proven experience of customer care and liaison.</li> <li>• Proven Experience of people and resource management.</li> <li>• Experience or working at a more senior level with a team</li> </ul>
Personal style and behaviours	<ul style="list-style-type: none"> <li>• A commitment to the values of residential outdoor education.</li> <li>• Personal qualities necessary for effective and ethical leadership. Able to develop good relationships with others by behaving with integrity and treating people with respect</li> <li>• Highly professional approach to colleagues, visiting</li> </ul>

	<p>staff and pupils.</p> <ul style="list-style-type: none"> <li>• Able to work independently with clear thinking and vision. Able to self-motivate and self-organise.</li> <li>• The ability to make safe and professional judgements under pressure.</li> <li>• A level of fitness and health necessary to cope with the sometimes physically demanding nature of the role.</li> </ul> <p>This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.</p>
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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person-specification includes what we believe are fully justifiable essential selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

Type of criminal records checks required for this post	Ticked as required
None	
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	✓
Working with Adults - Regulated Activity	
Working with Children - Regulated Activity	

**Information on types of criminal records checks is available at <https://www.gov.uk/disclosure-barring-service-check>**