



Vacancy

Centre Operations Manager - PGL Camp Rumbug

We are looking for a Centre Operations Manager to join our friendly team on a permanent full-time basis. PGL Camp Rumbug is set among 200 acres of breath-taking temperate rainforest overlooking Wilsons Promontory National Park and just 10 minutes from Foster.

This opportunity would suit an enthusiastic and motivated individual, with managerial and outdoor activity experience looking to share their passion for the great outdoors, managing teams and desire to deliver exceptional customer experiences to a range of stakeholder groups.

A versatile “hands on” person prepared to work across all aspects of operating a successful residential Camp, you will be a strong manager and communicator, providing clear direction and motivation to the centre team in their endeavours to excel in meeting PGL business objectives and driving our continued success.

Reporting to the Centre Manager, as the Centre Operations Manager you will play a key role in the centre leadership team in addition to contributing to initiatives that can be rolled out to other camps across Australia.

Key responsibilities of this role include:

- Consistently ensuring that our guests are central to everything we do
- Taking responsibility for monitoring and supporting Centre teams to ensure compliance with existing and safety standards
- Direct line management of the Activity and Group Leader team, ensuring the team deliver a high-quality product to all guests
- Train, deliver and assess activities according to the PGL way
- Maintain appropriate staff levels, recruiting, training and assessing team members against PGL protocols
- Having a financial awareness of, and managing, Departmental budgets or cost parameters as required by the Centre Manager
- Undertake staff management functions, including rostering and performance management processes aligned to PGL policies and procedures
- Maintaining the safety, security and well-being of guests, employees and site visitors
- Being a positive role model to both staff and guests
- Deputising for the Centre Manager in their absence and being their ‘right hand person’
- Duty Management including, at times, responsibility for the whole centre operation
- Preparedness to work weekends and some evenings as part of the Duty Roster

Previous line management and high-level experience of customer service delivery is essential for this role. High ropes & canoe qualifications and experience will be highly regarded. Relevant Outdoor Education qualifications and / or tertiary qualifications, knowledge of current policies and procedures and experience working in a residential outdoor environment are desirable.

Hospitality Award Rates apply – Managerial staff hotel plus 25% - approximately \$61,275 per annum

To apply, please send your CV and a covering letter detailing relevant skills, experience and reasons for applying to recruitment@pgladventurecamps.com.au Applicants must have the permanent rights to live and work in Australia at the time of application.

The closing date for applications is 30th June 2020.