



job description

Job Title: Centre Operations Manager (COM)	Reports to: Centre Manager
Based at: Campaspe/Kindilan/Rumbug	Date: Aug 2019
Award Classification: Managerial - above Award rates applicable	

Job Purpose:

A strong people manager and communicator who can provide clear direction and motivation to their team to set and achieve objectives and KPIs, in conjunction with support and direction from and to the Centre Manager ensuring the customer receives the best experience possible.

Embrace our values every day, ensuring each team member does the same:

- Customer First – We put the customer at the heart of everything we do
- Teamwork – We are passionate about what we do and work openly and productively together
- Respect – We treat our customers, suppliers and one another as we would like to be treated
- Action – We act quickly, positively and decisively
- Learning – We encourage everyone to be the best they can be
- Fun – We create a fun experience for our customers and enjoy our work

Our business priorities:

- Be best in class
- Be where our customers are – now and in the future
- Actively compete to win business from our competitors
- Identify and develop new opportunities for growth
- Develop the best team to achieve our goal

Our goal:

To be the most successful outdoor residential education provider, where people love to work and stay.



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Key Objectives:

Objective 1: To ensure safe and effective delivery of the operation

- Take responsibility for monitoring and supporting centre senior team to be visibly compliant with existing and new safety standards; including ongoing management of all relevant safety framework documentation.
- Use the centralised software systems to access and update required information (rooming, activities, catering etc.).
- Upload feedback forms and relevant post camp information to each groups file for future reference.
- Liaise with all departments and groups to communicate programs and respond to changes
- Ensure through training, assessment and regular monitoring that the STAR programme is fully implemented for AIGL seniors and front line AIGL staff.
- Ensure there are sufficient resources to safely and effectively deliver the guest product using both Australian and UK suppliers.
- Manage resources within given budgets or cost parameters as required by the Centre Manager.
- Take responsibility for ensuring company and external requirements are met and that all inspections are passed with only development points – represent centre internally and externally.
- To carry out activity audits and where health and safety standards can be improved offer corrective support, training and development.
- To support and train the senior team in conjunction with the Lead Technical Advisor, Centre Managers and Australian HQ team.
- Take responsibility for the implementation of the PGL Off-ground assessment scheme in conjunction with the Lead Technical Advisor and be prepared to assess staff against the published standards (depending on experience and approval from the Lead Technical Advisor)
- Coordinate the creation of rooming plans
- Take responsibility for the recruitment and placement of AIGL staff.
- Effectively manage deployment of staff and resources between centres.

Objective 2: Ensure safe and effective guest care

- To ensure (in coordination with the Sales and Reservations Team) that objectives and specific requirements of Party Leaders have been ascertained prior to their arrival, and that Group Leaders alongside the facilities are prepared and ready to welcome guests to the camp.
- To be the primary point of contact for key guest / group information and communication on centre. Including planning and sharing with all stakeholders, rooming, programming and staffing plans.
- Ensure there is no single point of failure in providing, sharing and implementation of key group information.
- Ensure effective communication with Party Leaders (PLs) throughout their time on centre and that all feedback given whilst on centre is reacted to appropriately and immediately
- Ensure that all aspects of the delivery program are exceptional
- Monitor and ensure compliance of all Excursion and Evening Programme Risk Assessments, Stock and Safety checks, ACOP's and NOP's.

- Take responsibility for customer feedback; striving to exceed expectations across all aspects of a groups stay.
- Communicate any feedback to Department Heads so steps can be taken to rectify and improve offering based on comments and feedback

Objective 3: To support the wider operation of centre striving to continue development of the product, the people and the customer experience across Maintenance, Catering, Housekeeping, HR, Facilities and Finance.

- To deputise for the Centre Manager and be the point of contact and “person in charge” when the Centre Manager is not on site.
- To contribute at meetings, workshops and training events both internally and externally
- Monitor and react to all incidents and guest feedback in areas of influence
- Be prepared to lead business wide OH&S meetings and act on findings.
- Report to the Centre Manager any Health and Safety issues identified that have not been resolved.
- To work with other COM's and senior staff across the company when required to drive and deliver improvements identified, through forums, meetings, training and senior assessment events.
- Work with direct reports on their PDP's identifying areas where you can directly train or develop the individual through support, training or mentoring.
- Ensure own PDP/CPD is sufficient to maintain qualifications, credibility and PGL/Industry knowledge.
- Investigate and deliver disciplinary hearings and interviews as and when required to manage staff across centre/s

Objective 4: Develop a high performing and engaged team

- Coach and mentor team members
- Support all staff in accessing development opportunities and take an active role in staff training.
- Deliver effective induction training new recruits
- Lead the recruitment and selection process of new team members
- Complete regular 1:1 performance reviews and develop Personal Development Plans with every team member
- Create open and continuous two-way feedback with team, listening actively and taking action as appropriate
- Proactively manage staff issues as they arise
- Provide guidance and support to staff members aligned to PGL values
- Promote staff welfare and motivation to ensure a positive employment experience for employees



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Objective 5: Assist with centre specific duties associated with a residential children's activity centre.

- To perform all duties expected of a member of the centre senior team and as a key figure in the Australian Leadership Team. These may vary by centre, but could include; HOD meetings, Senior Duty shifts, Staff meetings, and general staff management issues.
- Assist in other departments as required (Catering, Housekeeping and Maintenance).
- Assist at other centres across the PGL estate as required
- Other duties as required by the Centre Manager and within the scope and classification of this role.



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Personal Specification

Qualifications / Experience:

	Essential	Desirable
Worked successfully at a senior level in the Outdoor Industry		✓
Proven track record of high guest focus and delivery	✓	
Proven track record of staff leadership and management	✓	
Previous customer service experience	✓	
Approved PGL Ropes Trainer and Supervisor ideally at "Course Director" level or agreed equivalent		✓
Understanding of all activities at PGL Campaspe Downs and thorough knowledge of existing safety framework	✓	
Experience using IT systems and Microsoft office suite of products	✓	
Experience managing budgets and an understanding of internal and external pressures upon them	✓	
External business/customer focus environment experience		✓
Ability to work autonomously with an ability to prioritise effectively	✓	
Demonstrated competence in producing and delivering training	✓	
Current working with children certificate	✓	
Current drivers licence	✓	

Competencies:

Customer Focus - developing meaningful relationships with the customer and ensuring their needs are met
Team Work - works to maintain a culture of mutual support
Communication - communicates appropriately and effectively with others, excellent oral and written communication skills
Delivering Results- accepts responsibility and accountability for own performance and areas of responsibility
Managing Change - actively looks to improve the way we work, promotes a culture of continual improvement
Innovation & Problem Solving – gives practical support to other areas with problem solving
Managing Self – manages own time and workload effectively to focus on best value activities
Ability to work autonomously and as part of a team
Commitment and Values – shows integrity in own work and acts in a manner that supports the PGL values
Proven ability to manage and influence others



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Additional Information:

Previous experience in managing a team is essential. Previous experience working in the Outdoor Activity industry highly regarded.

Full training in PGL's admin and IT systems will be provided, however we would expect the successful candidate to be confident with associated administration duties and basic IT.

Performance Review

- Regular assessment will be made of personal performance against agreed objectives and targets
- Annual targets will be agreed with Centre Manager
- Annual Appraisal conducted by the Centre Manager

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of the role, all staff employed by PGL are required to obtain and maintain a current Working with Children check.

Additionally, all PGL staff will need to have received two satisfactory references prior to starting employment.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.