# **SENIOR INSTRUCTOR / OPERATIONS MANAGER - POSITION DESCRIPTION**

**Responsible to:** NCAT, reporting to Centre Manager

**Direct Reports:** Casual and Full time Instructors

**The Role:**

**Senior Instructing / Operations Manager.**

The Senior Instructor/Operations Manager role is to support the Centre Manager as a second-in-command, and ensure a high level of safety, communication, and coordination is obtained in all levels of operations, from initial client engagement to the delivery of programmes and training of staff.

This will include both office and field work, safety and hazard management, responsibility for staff, managerial duties and accountability for day-to-day operations alongside others and independently.

This role will include ‘Instructing’ as required/rostered. Coaching / mentoring staff, providing feedback to staff, managing / maintaining activity sites, resources and gear and being integral to enhancing and building a positive safety and work culture.

| **Key tasks**  | **Details** |
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| 1. Take a leadership role in the day to day running and management of the Centre, alongside the Centre Manager and Instructors
 | * Uses adaptable and appropriate leadership styles to effectively manage staff and clients.
* Report any issues to the Centre Manager in a timely manner.
* Complete Duty Manager Functions as timetabled.
* Involved in the overview and delivery of staff and programmes.
* Be the managerial face of the organisation in place of the CM as required.
* Contribute to the development of NCAT Policies and Procedures.
* Role model professionalism and passion
* Engage in personal and professional development supported by the Centre Manager
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| 1. Design and deliver fresh and relevant outdoor education and recreation programmes with a focus on sustainability, educational and personal development outcomes
 | * Innovate and deliver high-quality outdoor experiential education programmes tailored to different age groups and skill levels, that meet the needs of our client groups.
* Looks for ways to include and promote concepts from a Te Āo Māori perspective.
* Monitor programme effectiveness and evaluate client satisfaction, making adjustments as necessary to improve the overall experience.
* Stay updated on industry trends and best practices in outdoor education, integrating new ideas and techniques into programme development.
* Oversee the effective allocation of resources, including equipment and facilities, maintaining and developing effective processes for purchasing and replacement within allocated budgets.
* Promote environmental awareness and sustainable practices within the outdoor education programs.
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| 1. Ensure Safety Procedures and documentation are up to date and relevant to current industry expectations and they are implemented throughout the workplace.
 | * Act in accordance with NCAT policy and procedures in the event of facility issues, weather emergencies, and/or participant accidents or illness; and be prepared to manage an emergency.
* Proactively ensure all operating procedures are adhered to.
* Keep a record of incidents, their review and consequences; liaise with Centre Manager and Trust Chair regarding any incident.
* Conduct safety meetings to review and share learnings from any incidents or hazard identification.
* Role model and develop others to ensure a positive safety and work culture.
* Be conversant with the SMS documents, current national standards and accepted professional practice.
* Oversee safety audits and regular scheduled checks of various sites
* Take all practicable steps to identify and manage the risks and hazards associated with the staff, activities, groups, equipment and the environment.
* Report any workplace hazards.
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| 1. Assist with the recruitment, rosters and training of instructional staff.
 | * Recruit staff who are appropriated skilled and passionate
* Foster a positive and collaborative work environment.
* Supervise, train and mentor instructors within your skill set and ability.
* Develop and maintain an up to date roster of staff and competencies
* Assist and plan relevant industry and BROEC specific staff training
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| 1. Manage both internal and external stakeholder relationships through positive and professional communication and interactions
 | * Collaborate and cooperate with schools, local communities, and organisations to foster positive relationships and promote outdoor education initiatives.
* Engage with the Outdoor and Education sector to maintain a profile of NCAT.
* Respond and manage engagement through social media and the website.
* Proactively engage with clients and respond in a timely manner.
* Manages internal and external stakeholders in a professional and thoughtful manner.
* Actively looks to engage with Mana Whenua and Mātāwaka
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| 1. General resource management and development about the office and worksite
 | * Oversight of the administrative bookings process and resources within the office space
* Develop new and innovative operational processes as appropriate.
* Ordering and general overview and maintenance of equipment with Senior Instructors
* Develop and consolidate resources available that enhance the delivery of programmes for clients and staff
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| 1. Instruct groups as rostered or required maintaining currency and role modelling for new staff
 | * Instruct groups when rostered at a minimum of 4 groups per year
* Model excellent instruction for other staff.
* Step into an instructional role to assist other staff as required
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| 8. Mentor, coach and manage the development of staff. | * Deliver coaching through observations in the field and theory sessions for staff on a regular basis
* Maintain a record of coaching and feedback for staff observations.
* Manage allocated staff and advocate for them and their development including consideration of pathways, feedback/feedforward and general pastoral care.
* In conjunction with the Centre Manager, ensure that staff performance meets the required standards and agreed performance management programmes are implemented.
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| 9. Complete quarterly checks and manage activity sites and associated equipment. | * Complete Quarterly checks bringing any concerns to the CM
* Investigate and implement any maintenance in accordance with budgets and resources available.
* Maintain equipment logs and roll over of gear alongside the CM for allocated areas
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| 10. Other Duties | * Complete other duties as may be required from time to time to deliver expected outcomes.
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 **SENIOR INSTRUCTOR / OPERATIONS MANAGER – PERSONAL PROFILE**

**Essential Qualifications**

* Current Outdoor First Aid Certificate/PHEC/WFR
* Full Driver Licence
* NZ Citizen, NZ Residency, Citizen or valid NZ work Visa

**Desirable outdoor qualifications or experience**

* NZOIA or equivalent qualifications and experience especially Bush, Rock (preferably one qual at level 2 or equal)
* High Ropes/Poles
* Experience leading groups in the outdoors and remote locations.
* Certificate, Diploma, or Degree etc in a field of Outdoor Adventurous skills.
* Generally capable outdoors person
* Familiarity with the outdoor industry and maintains an up-to-date connection on practices and trends
* Understands and can pick up new outdoor skills quickly.

**Leadership and Interpersonal Skills**

* Strong written and spoken communication to deliver to groups and one on one.
* Ability to work independently and as part of a team.
* Ability and experience leading others.
* Strong problem solving and decision-making ability.
* Role models professionalism and skill to others.
* Ability to build and maintain positive relationships.
* Able to mentor others and give/receive feedback that is constructive and affirming

**Passion and Commitment**

* Has a genuine passion for the outdoors and the development of people.
* Is driven to improve and prepared to work hard.
* Is committed to assisting the organisation to strive for greatness.
* Willing to work irregular hours for the necessity of programme delivery and safety.
* Believes in the delivery and inclusion of Te Ao Māori perspectives throughout the organisation.

**Other Attributes**

* Proven organisational skills
* Good attention to detail
* Self-Motivated
* High levels of Integrity
* Good time management
* Good computer skills and ability to work with Google Docs, MS word excel etc
* Positive and resilient
* Able to maintain calm and composed under stress
* Genuine, approachable, and honest
* Fast learner