

# OPERATIONS MANAGER, COROMANDEL

## *Job Description*



# ROLE DETAILS

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**JOB TITLE:** Operations Manager - Hillary Outdoors Coromandel

**START DATE:** September 2024

**DESIGNATED MANAGER:** Centre Manager - Hillary Outdoors Coromandel

**KEY RELATIONSHIPS:** Chief Executive, Centre Manager, Safety Manager, Centres Manager, Operations Manager - Hillary Outdoors Tongariro, Bookings Team, and Community.

**DIRECT REPORTS:** Hillary Outdoors Coromandel Instructors

**KEY TEAMS:** Hillary Outdoors Coromandel Instructors

**SALARY RANGE:** \$70,000 - \$80,000, FT 40 hours per week.

**LOCATION:** 1299 Port Charles Road, Port Charles, Coromandel

**PURPOSE:** To actively oversee the delivery of quality outdoor education programmes inclusive of safety, operations, and logistics.

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## INTRODUCTION

This role is pivotal in ensuring efficient and safe operations of the Centre's programmes, delivering high-quality outdoor education aligned with organisational standards and client objectives.

The role is unique in that the Operations Manager will commence before the Centre opens in January 2025, and is involved the initial setup of programme safety, training instructors, and getting the programme operations set up for success.

This role is equally divided between responsibilities as an Operations Manager and a Senior Instructor. It necessitates NZOIA qualifications and significant experience, involving stepping in as a backup during staff absences and acting as the Senior Instructor for specific groups.

## GOALS

Over the next three years, the Operations Manager will:

- Collaborate with the Centre Manager to foster a strong outdoor education safety culture, embedding safety in all aspects of programme planning, implementation, and evaluation for confident and safe engagement in outdoor activities.
- Train and educate instructors on safety and educational practices.
- Ensure strict adherence to safety protocols and procedures.
- Enhance programme quality through ongoing evaluation, community integration, and external expertise.

## HILLARY OUTDOORS' STRATEGIC PILLARS



## RESPONSIBILITIES

The Operations Manager's responsibilities include:

- Leading and coordinating outdoor education programmes, ensuring they align with educational goals and safety standards that incorporate marine, bush, and conservation education.
- Ensuring exceptional participant experiences and alignment with organisational goals and educational standards.
- Understanding client needs alongside Hillary Outdoors' programme delivery focus areas.
- Developing programme resources for the instructional team.
- Monitoring program effectiveness, gathering teacher, group leaders, and participant feedback, and implementing improvements to enhance educational outcomes, safety, and participant experiences.
- Liaising with the Bookings team for booking logistics, schedules, and information.
- Supervising and mentoring instructors, ensuring they meet performance standards and contribute effectively to programme delivery.
- Scheduling and overseeing the Duty Manager, instructors, and contract instructors.
- Interacting with clients, schools, and community groups to understand their needs and ensure programme objectives are met.
- Monitoring and responding to client programme feedback.
- Tracking trends and adjusting programming as needed.
- Completing administrative tasks related to programme documentation, reporting, and compliance with organisational policies and procedures.
- Recruiting and managing volunteers and interns.
- Ensuring completion of NZQA unit standards delivery to school clients.
- Liaising closely with the Centre Manager to ensure adequate programme and equipment resources for successful outcomes.
- Running operational team meetings involving the Bookings team, Catering, Safety, and Tertiary departments.
- Maintaining and managing outdoor equipment, resources, and facilities to support programme activities.
- Acting as Duty Manager or instructor as necessary.

## SAFETY

- Ensure that you are familiar and comply with the Hillary Outdoors 3-tiered Safety Management System and adhere to them.
- Identify and report to the Leadership Team any incidents, hazards or safety concerns in your work environment.
- Report all incidents and near misses you are involved with.

## COMPLIANCE

- Follow all Hillary Outdoors policies and procedures.
- Communicate suggestions for improvements or revisions to policy to ensure it is representative of current practice

## COMMUNICATION

- Represent Hillary Outdoors, promote and communicate with partners, clients and external organisations.
- Participate in meetings as required.

## CULTURE

- Represent the values of Hillary Outdoors in all behaviours and actions and role model this to other staff. Engage in self-development as defined during performance development meetings with manager.

## ADDITIONAL RESPONSIBILITIES

- Additional responsibilities reflecting an individual's unique skills upon agreement