

PROGRAMME OPERATIONS MANAGER, COROMANDEL

Job Description



ROLE DETAILS

JOB TITLE: Programme Operations Manager - Hillary Outdoors Coromandel

START DATE: November 2024

DESIGNATED MANAGER: Centre Manager - Hillary Outdoors Coromandel

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

DIRECT REPORTS: Hillary Outdoors Coromandel Instructors

KEY TEAMS: Hillary Outdoors Coromandel

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.

INTRODUCTION

Seize the opportunity to lead the delivery of life-changing outdoor education programs at our new Marine and Conservation Centre, where you'll enjoy a dynamic role in a stunning location. Bring your marine skills to a position that allows you to mentor and inspire fellow leaders, shaping the centre's success from the ground up and making a lasting impact in outdoor education.

GOALS

- Set up all programme areas, including resources, challenge course sites, and equipment, ensuring readiness for the Centre's opening and ongoing operations.
- Collaborate with the Centre Manager to establish a strong safety culture and conduct town hall meetings.
- Train and manage instructors to ensure adherence to safety protocols and competency standards.
- Develop and implement innovative programmes aligned with educational goals and the NZ Curriculum.
- Engage with the community to enhance programme integration and relevance.
- Work with Research and Development to create and refine programmes and bookings.
- Oversee equipment and gear management to support programme operations.

HILLARY OUTDOORS' STRATEGIC PILLARS



RESPONSIBILITIES

- Operational Setup: Implement procedures for programme operations, including safety audits, and ensure readiness of resources, challenge course sites, and equipment.
- Programme Development: Design and refine multi-day and long-term programmes, ensuring they are innovative and integrated with the NZ Curriculum.
- Safety Management: Uphold safety standards and report to the Safety Manager on compliance and AdventureMark audits.
- Team Management: Recruit, train, and manage instructors to meet performance targets and competency standards.
- Fundraising and Compliance: Collaborate with the Fundraising Manager to identify and secure necessary funding. Ensure compliance with Maritime Safety NZ regulations for marine activities.
- Community Engagement: Build and maintain relationships with schools, community partners, and stakeholders. Conduct outreach to integrate local communities into Centre programmes.
- Administrative Duties: Manage programme documentation, oversee the bookings calendar, and ensure appropriate instructor assignments and client communications.
- Equipment and Gear Management: Oversee management of equipment and gear, ensuring proper maintenance, tracking, and readiness for programme use.
- Support Team Integration: Coordinate with marketing, fundraising, and bookings administration teams to enhance programme visibility and resource management.
- Collaboration: Work closely with Research and Development for new programme sales and booking management.
- Reporting and Oversight: Review programme surveys weekly and provide a comprehensive monthly report. Ensure the Duty Manager reports daily against DOC concession requirements and any other necessary reports.

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