

Via Ferrata

CORNWALL

Job Description

Job Title:	Via Ferrata Cornwall (VFC) C.I.C. - Activity Manager
Level:	5
Salary/Hourly Rate:	£21,840-£25,480
Term:	Permanent
Hours:	FT 8.45am to 4.45pm (evening & weekend work will be required)
Responsible to:	BF Adventure CEO & Via Ferrata Director – Adrian Richards

Role Summary and Accountabilities:

The Activity Manager will:

- Oversee the running of the Via Ferrata Activity Centre
- Operate to a highly professional and safe standard (acting as an exemplar to the team of instructors)
- Create a safe, enjoyable, challenging and fun environment providing exceptional customer service and making memories for a wide range of individuals and groups.
- Be actively involved in the training & development of the instructor team, acting as their line manager and mentor to ensure full support and development opportunities are available to all.
- Have high standards and consistency in site and equipment upkeep including PPE, Activity, Accommodation and general site and catering provisions.
- Lead the team of instructors in our programmed activities

Job Description:

Activity Instruction:

- To lead the delivery of the Via Ferrata outdoor activity programmes
- To maintain a full understanding of Via Ferrata Cornwall's and where appropriate BF Adventure's H&S policies and to understand and practice dynamic risk assessment of all activities
- To motivate & enthuse clients delivering excellent customer service
- Adapt level of challenge to needs and capabilities of participants
- To meet the needs of each individual with a focus on inclusive participation
- To demonstrate a clear understanding of safeguarding and equal opportunities
- To instruct in such a manner as to be a role model for all other staff for excellent behaviour and quality of instruction

Management:

- To lead a team of instructors including full time and part time staff, volunteers, those on work experience and freelancers, acting as their line manager and mentor. This includes producing rotas, managing sickness and leave
- To manage defined areas of site/activity/equipment provision
- To ensure that all equipment is checked regularly
- To manage defined health and safety responsibilities
- To actively observe, feed back and develop the instructional delivery team
- To manage delegated VFC activity programmes and assist with coordination of activity bookings, equipment and staff resource as required.
- To provide daily briefings to staff and coordinate the daily pack down
- To contribute towards the management and coordination of resources on a daily basis
- To recruit staff as appropriate

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- To operate within a budget

Administration:

- Completion of all documentation relating to client groups/programmes
- Accurate submission of timesheets and monitoring of all internal communications – both personal and of staff team
- Report writing and coordination
- Completion of equipment logs and safety checks
- Booking system management
- Good level of IT knowledge including Microsoft core programmes
- Maintaining up to date staff information and records and monitoring of staff using BF HR systems

Other:

Due to the varied and ever changing nature of operations at VFC & BFA you may be required to undertake additional roles, responsibilities and tasks* as necessary to facilitate the smooth running of activities

*(within your level of experience, training and capability)

Person Specification

Summary

Suitable people need to be energetic and proactive and have a passion for adventure and the outdoors. Being organised with a good level of attention to detail is critical as managing staff and programmes are an essential part of the role.

Suitable people will need to develop excellent working relationships with delivery staff, senior management and other departments within the BF Adventure charity and as such must be able to communicate effectively with all parties.

Experience

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- 5 years or more of outdoor activity delivery experience
- IT literate
- Experience in mentoring / supervision
- Experience in establishing and maintaining admin systems
- Experience within a senior role is desirable (i.e. as a trainer or programmer)

Essential Skills and Qualifications

- High standards of customer service provision.
- Comfortable with heights
- IT literate and competent in Microsoft programmes
- Organised and effective at programme management
- SPA/RCI or ERCA qualification or relevant site specific training or high access qualifications
- Commitment to personal development

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- Establishes and maintains positive working relationships with others, both internally and externally, to achieve the goals of the organisation
- Able to work effectively under pressure including the ability to prioritise own workload
- The ability and willingness to work flexible hours
- Proactive team player with excellent communications skills
- Approachable, open and flexible
- A Positive 'Can-Do' attitude
- Self-aware and able to reflect
- Good sense of humour
- Non-discriminatory
- Good understanding of soft skills
- Higher level coordination of activities provision including recruitment, working with new and existing customers, product design, budgets and being forward thinking
- Hold a current, clean driving licence
- Current First Aid
- Experience with rescues at height

Desirable Skills and Qualifications

- Commitment and enthusiasm towards the vision of The BF Adventure Charity
- Develops new and innovative ways to improve operations of the organisation
- First Aid trainer and Assessor
- PPE inspection certificate
- Experience in staff training
- H&S qualifications