

2021

Adventure Center Manager

JOB PACK





Adventure Centre and Via Ferrata Manager

About the role:

BF Adventure was established 30 years ago and has developed a 60-acre activity site together with a highly skilled team to deliver flexible programmes of inclusive, adventurous outdoor activities for children, young people and their families.

Role Summary and accountabilities:

The role of the ACM is to jointly manage the senior team (Level 4 and Level 3 staff) and delivery team who between them facilitate the activities for both BF Adventure and Via Ferrata Cornwall CIC. The role will be heavily office based.

The team will between them will be managed to delivery activities for schools and groups during terms times through BF Adventure and to facilitate a commercial operation through Via Ferrata Cornwall to raise funds for BF Adventure during school holidays.

The primary aim will to generate an income to support the BF Adventure's charitable operation with the close secondary aim to deliver activities where possible that fit with our charity objectives.

At BF Adventure our mission is to **inspire, challenge** and **motivate** people, especially young people, to develop their **life skills** and to bring about **positive change**. We work in line with a set of core organisational values

BF ADVENTURE VALUES JOURNEY OF CHANGE

CHANGING PERSPECTIVES



We embrace diversity and recognise everyone has a part to play in life. No one should face discrimination and we challenge both its roots and its impact.



TRUST

At BF Adventure we believe that our environment, should be a safe space for all, igniting positive relationships based on trust and respect.

COLLABORATING

We believe working together achieves the best results. We actively explore new partnerships with those who share our values.



EMPOWERING

We listen to you and value your opinion. We enable you to face challenges and make informed decisions.



INTEGRITY

We welcome a culture of honesty and openness that allows us to learn and grow together. We do what we say!



SUSTAINABILITY

We seek to deliver lasting change and to minimise our impact on the planet.

BF Adventure | Goodygrane Activity Centre | Halvasso | Longdowns | Penryn | TR10 9BX



Job Description

Job Title:	Adventure Centre Manager (ACM)
Level:	5
Salary/Hourly Rate:	£21,000 +
Term:	Permanent starting 6 th December 2021
Hours:	Flexible FT 8.45am to 4.45pm (evening & weekend work will be required)
Responsible to:	Centre Manager

Role Summary and accountabilities:

The key role of the ACM is to lead delivery of a range of activity instruction and programmes to the clients of BF Adventure. The ACM must:

- To oversee the running of the Adventure Centre (BF Adventure group delivery department)
- To oversee the running of Via Ferrata Cornwall
- operate to a highly professional and safe standard (acting as an exemplar to the team of instructors)
- Heavily engage with staff training
- Manage and team of up to 15 staff which includes rota's, supervision, line management, disciplinaries etc
- Work with the booking coordinating team to facilitate time tables and programmes for all groups visiting BF Adventure and Via Ferrata Cornwall
- Support activity with the maintenance of equipment and the activity venues

Job Description:

Activity Instruction:

- To lead the delivery of a range of inclusive outdoor activity programmes both on and off site in an exemplary manner acting as a role model for all staff
- To maintain a full understanding of BFA's H&S policies and to understand and practice dynamic risk assessment of all activities
- To motivate & Enthuse Clients
- To set boundaries and impose consequences should they be exceeded
- To challenge and manage anti-social behavior
- 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 as manner as to be a role model for all other staff for excellent behavior and quality of instruction



Management:

- To lead a team of instructors, senior instructors and coordinators including Full time, part time, volunteers, work experience and freelance acting as Line manager and mentor. This includes producing rotas, managing sick and managing 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, feedback and develop the instructional delivery team
- To manage delegated 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 advise and support the booking coordinator with new and existing bookings and enquiries
- To operate as Duty Manager on defined days
- To recruit staff as appropriate
- To operate within a budget
- To maintain staff moral

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
- Accurately recording supervision and performance reviews with staff
- Producing plans and rotas for staff at least 6 weeks in advance



Person Specification

Summary

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

Suitable people will have working relationships with delivery staff and also the senior management team and other departments within the charity and as such must be able to communicate effectively with both parties.

Experience

- Wide Ranging Outdoor activity qualifications including climbing, paddle sport and land based qualifications
- 5 years or more of outdoor activity and/or Youth work 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)
- Management of a commercial operation, ideally in management
- Experience of school residential programmes, ideally in management

- Essential Skills and Qualifications
- Hold a current, clean driving license
- BCU Level 1 coach
- SPA / RCI or CWI
- Current First Aid
- PTTLs or teaching qualification or equivalent
- IT literate and competent in Microsoft programmes
- Organised and effective at complex programme management
- At least one other higher level or additional NGB award
- Commitment to personal development
- Anticipates, understands and responds to the needs of clients and volunteers.
- 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 humor
- Non-discriminatory
- Experience of working with Disabled individuals/groups
- Good understanding of soft skills
- Higher level coordination of an activities provision including recruitment, working with new and existing customers, product design, budgets and being



Desirable Skills and Qualifications

- Hold a D1 entitlement on their driving license
- A commitment and enthusiasm for the vision of The BF Adventure (Staff Success factors) and high standards of service provision.
- Develops new and innovative ways to improve operations of the organisation
- Archery GB leader
- BC trainer
- First Aid trainer and Assessor
- PPE inspection certificate
- Experience in staff training
- H&S qualifications
- Good handy man skills
- ERCA traditional / adventure park / rescuer qualifications / experience

Safeguarding

BF Adventure is committed to safeguarding children, young people and vulnerable adults. We can only accept applications through our application form and the successful candidate will be required to complete an enhanced DBS check. Please see our website bfadventure.org for the full job description, application form and how to apply. Please note, we will only accept applications through this process.



What next:

- Please complete the Application Form and the Equal Opportunities Monitoring Form. These forms can be found on our website. You can either use the online version or the Word format
- If you choose the Word document please save the Application Form in the following format:
Your name_**jobtitle**application_date
- Please email the form to jobs@bfadventure.org with the email subject Adventure Center Manager Application

The closing date for applications is Mid November 2021

Interviews are scheduled to take place on a case-by-case basis.

Please do not hesitate to phone us on 01326 340912 if you have any questions.

Many thanks for your interest and we look forward to hearing from you!