

2023

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.

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.

EMPOWERING

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

COLLABORATING

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



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 Coordinator (ACM)
Level:	5
Salary/Hourly Rate:	£23,660-£25,990
Term:	Permanent
Hours:	FT 8.30am to 4.30pm (Frequent evening & weekend work is an expectation and will be required)
Responsible to:	Tony Baker – Centre manager
Start Date:	6 th November 2023 (can be flexible)

Role Summary and Accountabilities:

The Role of the ACM is to manage and is responsible the entire provision of the Adventure Centre Department within BF Adventure.

This will include jointly working with the Via Ferrata Manager (VFM) as a key professional relationship to manage a common team of Coordinators, instructors and support staff to ensure both the Adventure Centre and Via ferrata Cornwall CIC operate safely. The ability to lead the team to offer an excellent customer experience and meet goals which include meeting budget targets is a high expectation of the role.

This role will include fostering a professional relationship with coordinators and managers across the organisation, specifically the VFM, Maintenance Coordinator, the Bookings Coordinator and the Educational Manager to ensure seamless operations are maintained at all times.

The team will between the Via ferrata manager and the ACM, will be managed to delivery activities for schools and groups during term times through BF Adventure and to facilitate a commercial operation through Via Ferrata Cornwall to maximise income for BF Adventure where ever possible.

The primary aim will be to generate an income to support the BF Adventure's charitable operation with the close secondary aim to deliver activities and support Via Ferrata Cornwall CIC where possible to generate a profit.

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 support the running of Via Ferrata Cornwall CIC
- operate to a highly professional and safe standard (acting as an exemplar to the team of instructors)
- Heavily engage with staff training and take the lead on the planning and preparation and delivery where qualified
- Manage a team of up to 15 staff which includes rota's, supervision, line management, disciplinaries etc. The team will be shared between the VFM and ACM



- Work with the booking coordinating team to facilitate time tables and programmes for all groups visiting BF Adventure
- Support activity with the maintenance of equipment and the activity venues
- Oversee the recruitment of staff
- Oversee the training and development of the apprentice team

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 behaviour
- 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, senior instructors, apprentices 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
- Lead the recruitment, induction, training and development of a team of apprentices
- 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

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 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 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

- 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 licence
- 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 humour
- 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 forward thinking

Desirable Skills and Qualifications

- Hold a D1 entitlement on their driving licence
- 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