

PROGRAM COORDINATOR JOB DESCRIPTION

ABOUT OUTBEYOND AUSTRALIA

OutBeyond is a leading youth leadership and development organisation specialising in delivering travel, community service and outdoor education programs to student groups in Australia and abroad. As such, we require some truly amazing people to join our family! We have adopted a friendly and welcoming culture that encourages your own creativity, ideas and opinions.

Our vision is to be the leading Australasian experiential travel provider that schools prefer, parents trust, and young people remember forever, through providing safe, student-led experiences in outdoor, educational and recreational environments. Our core business is to provide school camps, study tours, leadership programs, holiday camps, outdoor education programs and Duke of Edinburgh programs to schools, education organisations and community groups.

ABOUT THE ROLE

The **Program Coordinator** is essentially responsible for managing the day to day operations of our programs by providing total support to the student groups in the field. This role is suited to teachers, camp leaders, outdoor educators, and tour guides who have some management and logistics experience. The position requires applicants to have an enthusiastic attitude, be energetic, and demonstrate significant amounts of charisma and passion when it comes to working with young people. The position requires some flexibility with working hours and experience in education and working with children. You will be responsible for managing the expectations of the student groups, their respective accompanying teachers, and most importantly the program facilitators so that they can carry out their job. You will need to assist with creating program itineraries including the program curriculum, have an in depth understanding of our program locations and ensure the outstanding delivery of customer experience and management of field staff.

Position	Program Coordinator, (Part-time, with full time opportunities for select candidates)
Remuneration	Dependent on the applicant
Status	Permanent part-time/Casual or contractor
Location	Melbourne Head Office in Moorabbin
Travel	You may be eligible for overseas travel to deliver programs in New Zealand, Tasmania, China, Singapore, Malaysia and Japan.
Position Reports to	Operations Manager (Director)

MAJOR DUTIES & RESPONSIBILITIES

Activities	Description of activities and responsibilities
Program Delivery	<ul style="list-style-type: none"> • Direct assistance and servicing requirements of the senior management team • Manage the day to day local operations and logistics in the field Ensuring program facilitators are supported and are facilitating high quality student's experiences • Communication point with between program facilitators and operations managers/directors • Ensuring Camp Leaders are guiding students through a planned and prepared itinerary • Assist with the updates to company policy and procedural documents as required • Maintain registers and logbooks in the safety and compliance areas with senior management • Working closely with partner organisations eg. agents, teachers, adventure activity instructors, accommodation organisations and nature service partners • Provide students with a safe and enjoyable camp experience • If required; perform first aid and keep a log of any incidents or near misses • Provide program facilitators with training and pre-camp briefings • Assist with shuttle bus transfers and transport of students • Provide outstanding customer service to the teachers and students on the programs • Collect and collate all participant details including but not limited to enrolment forms, medical details, dietary requirements, and special needs • Update professional qualifications where necessary

ESSENTIAL QUALIFICATIONS, EXPERIENCE & COMPETENCIES

Essential Qualifications:

- Working with Children Card (or willing to obtain)
- Level 2 First Aid (or Wilderness First Aid Qualification)
- Bus Licence – Medium Rigid or Heavy Rigid (or P-Endorsement in NZ up to 28 passengers)

Other Qualifications (preferred but not essential):

- Management
- Current driver's license
- Surf Lifesaving Qualification (bronze medallion)
- Austswim Qualified
- Individual Adventure Activity Qualifications (rock climbing, kayaking, surfing, rafting, mountain biking).

Experience:

- 3 to 5 years' experience in educating children (either through teaching, early learning, tutoring or camp)
- Some management experience (outdoor programs preferred)
- Knowledge of Department of Education guidelines, policies and standards
- Awareness and understanding of safety concerns and risk management
- Experience working in a customer service-oriented environment with the ability to provide outstanding customer service
- Awareness of, and appreciation for, individual uniqueness and diversity
- Worked in a changing and diverse startup-like environment
- Overseas travel experience - (third world and developing countries preferred)
- Ability to provide a welcoming, inclusive environment for all staff and participants

Competencies (knowledge, skills and behaviours)

- Management and organisation skills
- Excellent ability to communicate professionally and effectively with a range of internal and external stakeholders, including principals, teachers, parents, students and suppliers, contractors, and agents
- Some knowledge of experiential learning
- Commitment to, and enthusiasm for, client service and delivery
- Possess flexibility and adaptability to manage changing work requirements and varying volumes of work
- Ability to work co-operatively and effectively within the team and the organisation
- Possess a personal presentation that reflects a professional image and the values of the organisation
- Friendly, outgoing, and enthusiastic personality.
- Highly organised skills set
- Great sense of humour
- Commitment to student development, leadership and teamwork

SUPERVISION, REPORTING AND ACCOUNTABILITY

The Program Coordinator will be managed by the Operations Manager (Director).

EMPLOYMENT CONDITIONS

OutBeyond (OB) operates to industry recruitment and induction policies. OB is an Equal Opportunity Employer. Regional travel and occasional weekend work is required for this position. The initial three months are offered on a probationary basis with review at the end of that time. The position is subject to a performance appraisal process.

HOW TO APPLY

Applicants for the position must specifically address each of the selection criteria as stated in the position description. Please apply online here www.outbeyond.com.au/careers and submit a cover letter and resume.

Applications for this position close at midnight on **December 5th 2018**. Interviews are likely to be conducted on **December 10th 2018**.

For any questions, contact Liam Murphy by email liam.murphy@outbeyond.com.au or call 1300 856 340