



OutBeyond™

We push the limits
of traditional education

教室墙壁之外体验式学习

Experiential learning beyond the walls of the classroom

OutBeyond™

School Camps Australia Pty Ltd ACN: 610095068
Experiential learning beyond the walls of the classroom
e go@outbeyond.com.au

AUSTRALIA: p: +61 1300 856 340 m: +61 417 384 041
HEAD OFFICE: Suite 8, 158 Chesterville Road, Moorabbin 3189 VIC
www.outbeyond.com.au

OPERATIONS MANAGER POSITION DESCRIPTION

Position	Operations Manager
Department	Operations
Reports to	Managing Director
Location	Australia (Victoria Based with some National Elements)

Introduction

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.

Position Summary

The **Operations Manager** is responsible for managing the day to day operations of the business. The role is suited to individuals with a high level of attention to detail, meticulous management skills, growth mind-set, logistics knowledge and delivery, and a passion for developing and growing a small business into a medium scale business, sustainably. The position requires applicants to have an enthusiastic attitude, be energetic, and demonstrate significant amounts of charisma and passion when it comes to working in an outdoor environment serving young people.

The position requires some flexibility with working hours, the ability to travel to and work in program delivery destinations, customer locations, and supplier locations in Australia. You must be able to demonstrate experience in education and working with children. You will be responsible for managing the overall expectations of our client groups, accompanying teachers, and most importantly the program coordinators and facilitators so that they can carry out their job.

You will also need to fulfil an element of Business Development, and assist with creating new programs, supplier partners, itineraries, systems and processes and have an in depth understanding of our program delivery locations to ensure that we deliver outstanding customer experiences in line with our company mission.



Main duties and responsibilities

Activities	Description of activities and responsibilities
People (Human Resources) 10%	<ul style="list-style-type: none"> Manage all HR processes including recruitment, on boarding, appraisals, staff and volunteer inductions. Create and administer effective communication strategies to communicate organisation-wide information to the team. Develop and maintain the 'Online Training Platform' Talent LMS which provides all staff with on-the-go e-learning.
Business (Administration) 25%	<ul style="list-style-type: none"> Manage the day to day operations of the company Develop systems and implement new processes that improve company operations and streamline efficiencies Design and lead initiatives that maximise the engagement of all team members Prepare program budgets and deliver programs within budget Participate in strategic planning sessions at a high level that will help drive and steer the vision of the company Responsible for ensuring all accreditations, licenses, subscriptions and insurances are kept up to date Manage and improve company policies and procedural documents as required by legislation or by our own mission of continuous improvement Provide insight and develop strategies to create better services, content or business improvement within our company
Program (Design & Delivery) 60%	<ul style="list-style-type: none"> Plan, design and implement all operational requirements for programs that we provide to our clients Attend client pre-camp service events such as operational planning days, teacher briefings and parents information evenings Manage the day to day local operations and logistics in the field ensuring program staff are supported and are facilitating high quality student experiences Communication point with between program staff and the director(s) Manage and maintain high quality, personable and friendly relationships with OutBeyonds program delivery partner(s) Provide program facilitators with training and pre-camp 'Day Zero' briefings Collect and collate all participant details including but not limited to enrolment forms, medical details, dietary requirements, and special needs. Coordinate programming requirements with schools and tertiary institutions Provide regular fortnightly reports to the Director
Partnerships (Sales) 5%	<ul style="list-style-type: none"> Identify partnership opportunities with schools Identify partnership opportunities with new suppliers of services Plan, organise and attend Sales Meetings

ESSENTIAL QUALIFICATIONS, EXPERIENCE & COMPETENCIES

Essential Qualifications:

- Bachelor's Degree in Business, Management or *on-the-job* proven experience
- Current driver's license
- Wilderness First Aid Qualification
- Working with Children Card (or willing to obtain)
- Bus Licence – Medium Rigid or Heavy Rigid (or P-Endorsement in NZ up to 28 passengers)

Other Qualifications (preferred but not essential):

- Masters in Outdoor Education / Human Resources Diploma or Degree
- Individual Adventure Activity Qualifications (rock climbing, kayaking, surfing, rafting, mountain biking).
- MBA



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Experience:

- Business Development experience of 2-5 years
- 3-5 years Management and Operational experience
- 3-5 years' experience in educating children (either through teaching, early learning, tutoring or camp)
- Knowledge of Department of Education guidelines, policies and standards
- Awareness and profound understanding of risk management in the outdoors
- Experience working in a customer service-oriented environment with the ability to provide outstanding customer service
- Worked in a changing and diverse *startup-like* environment or small business
- Overseas travel experience (third world and developing countries preferred)

Competencies (knowledge, skills and behaviours)

- Management and organisation skills
- High level of attention to detail
- Meticulous planning and operational skillset
- 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
- Obsession with customer experience and producing the best possible experience for our clients
- Possess flexibility and adaptability to manage changing work requirements and varying volumes of work
- Ability to work cooperatively and effectively within the team and the organisation
- Personal and professional presentation that reflects a brand, image and values of our organisation
- Friendly, outgoing, and enthusiastic personality.
- Highly organised skills set
- Great sense of humour

SUPERVISION, REPORTING AND ACCOUNTABILITY

The **Operations Manager** will report to the **Managing Director**

EMPLOYMENT CONDITIONS

OutBeyond (OB) operates to industry recruitment and induction policies. OB is an Equal Opportunity Employer. Regional travel and occasional weekend work are required for this position.

PROBATION PERIOD

The initial **12 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 CLOSE

Applications for this position close at midnight **Wed 27 September 2019**.

For any questions, contact Joel Thompson by email joel@outbeyond.com.au or call 1300 856 340