



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

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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.

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

Position Summary

The **Operations Manager** is responsible for managing business daily operations, overseeing the organisation and delivery of OutBeyond's programs. The role is suited to individuals with a passion for outdoor education, well-developed management skills, a high level of attention to detail, logistics knowledge and delivery. The position requires applicants to have an enthusiastic attitude, be energetic, and proficient when working in an outdoor environment serving young people.

The role includes the ability to develop and grow the business by creating new programs, supplier partners, itineraries, systems and processes.

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.

Main duties and responsibilities

Activities	Description of activities and responsibilities
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 Manage and maintain high quality, professional relationships with OutBeyond's 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 reports to the Managing Director as requested
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 Ensure all accreditations, licenses, subscriptions and insurances are current Manage and improve company policies and procedural documents as required Provide insight and develop strategies to create better services, content or business improvement
People (Human Resources) 10%	<ul style="list-style-type: none"> Manage all HR processes including recruitment, on boarding, appraisals, staff and volunteer inductions Communicate and share personal commitment statement with all employees Create and administer effective communication strategies to communicate organisation-wide information to the team Develop and maintain the 'Online Training Platform' Talent Learning Management Systems which provides all staff with on-the-go e-learning
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

QUALIFICATIONS, EXPERIENCE & COMPETENCIES

Essential Qualifications:

- Bachelor's Degree in Outdoor Education or proven equivalent 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 (desirable):

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

Experience:

- Business Development experience of 2-5 years
- 3-5 years Management and Operational experience



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- 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

SUPERVISION, REPORTING AND ACCOUNTABILITY

The **Operations Manager** reports 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 **3 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 **COB Monday 21st October 2019**.

For any questions, contact Debra Deery by email hr@outbeyond.com.au or call 1300 856 340