

## HEAD OF CENTRE, OUTWARD BOUND ULLSWATER AND HOWTOWN - JOB DESCRIPTION AND PERSONAL SPECIFICATION

### The Outward Bound Trust

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The Outward Bound Trust is an educational charity providing adventure-based, outdoor learning for young people from six centres across the UK and is looking to recruit a new Head of Centre for its Ullswater and Howtown centres. This is a key position within The Trust.

The two centres – separated by Ullswater Lake – are effectively run as a single centre with instructors and administrators in common. The Ullswater centre has 120 beds and the Howtown centre has 72 beds. There are a total of 60 instructional staff and 13 non-instructional staff, including administrators, stores and maintenance personnel working at the two combined centres. In addition, there are 16 staff working for the outsourced catering and housekeeping contractor.

Ullswater and Howtown centres are extremely busy and are open for all but a few weeks of the year. Courses delivered at the centres vary in length from short week-end courses to the three week summer courses. Participants vary in age from 11 to 20 years of age and are drawn from The Trust's three business streams – Schools and Colleges, Apprentices and Individuals. In the last year over 10,000 participants passed through the two centres and 48,000 activity days were delivered.

50% of those attending courses were in receipt of bursary support. This is money raised by The Trust to ensure that financially disadvantaged young people can benefit from an Outward Bound course. Much of this money was raised by corporate sponsors, a steady flow of whom visit the centre each year to see courses in action and to hear directly from participants.

The job of the Head of Centre is to ensure high quality learning through adventure on all courses; to lead, motivate and develop staff at the centre; to make sure risk is managed appropriately and to ensure the centre is run efficiently and delivers to budget. The centre has a reputation for sound financial and commercial management which the successful candidate would be expected to protect and enhance.

### Job Description

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**Job:** Head of Centre – Ullswater and Howtown

**Reporting to:** Director of Learning and Adventure

**Purpose of the job:**

Responsible for leading and managing the centre teams (instruction, administration, stores and maintenance, housekeeping and catering) in the delivery of challenging personal development courses for young people, involving high levels of adventure and learning. The Head of Centre must inspire and motivate all staff to do excellent work making the most of the dramatic landscape around the centre, whilst ensuring that the operation is run efficiently and safely. The Head of Centre must take responsibility for customer satisfaction, ensuring a safe enjoyable residential experience, and contribute to the generation of new business.

**What are we really looking for:**

- Someone committed to, and knowledgeable about, the personal development of young people through adventure and who is willing and able to introduce new ideas to achieve Outward Bound course outcomes
- A leader who will get the very best out of our talented staff by engaging, motivating and supporting the team, to ensure that everyone understands the bigger picture and the detail of what we are working together to achieve
- Someone who will be a member of, contribute to and work cooperatively with The Trust's wider management team
- A person who will bring to life The Trust's strategic framework at both centres
- Someone who can run the centre efficiently without compromising the ideals of either the charity or the business!
- Someone who can generate a sense of fun and belonging during the busy day to day running of our centres

**Key elements of the job:**

Delivering the "The Mountains Are Calling" agenda:

*The Mountains are Calling* is The Trust's current strategic plan for 2016 – 2020.

The focus of our strategy is to keep growth and consolidation in balance and ensure we have a staff team that can achieve both these priorities in parallel. We can become bigger and we can become better if we also become stronger. This strategic framework details three priorities and three areas of experimentation. You will be central to delivering these successfully.

You will continue to bring *The Mountains Are Calling* to life at Ullswater and Howtown.

A great place to come to:

Participants and visiting staff or donors need to be well looked after. The former should be given an intense experience with real consequences and powerful, positive and memorable outcomes. Visitors need to be welcomed and enthused about all that is happening. The centres and grounds need to be well maintained. Parents and teachers need to be reassured that we are fulfilling our duty of care to the highest standards. We want Outward Bound to set the industry standard: to be the benchmark against which others are measured.

The leadership of staff:

The centre staff need to be led, motivated, developed and kept current. We are keen to continue the culture whereby Outward Bound is seen as a brilliant place to work and where all staff are keen to stay.

Risk management:

The centre must be run within The Trust's guidelines on risk management, safety standards and safeguarding.

**Budgets:**

Assisted by the senior management team you will need to prepare an annual budget for the centre and operate within the agreed budget. In doing so you will achieve the optimum utilisation of staff and so contribute to an agreed financial performance for the centre.

**Wider responsibilities:**

Heads of Centre are influential people within Outward Bound. They are expected to do some external representation, to take part in Trust wide projects and liaise with external partners and supporters. They have the opportunity to contribute to and change the culture of the organisation.

**Person Specification**

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The post holder will also be required to undertake an enhanced disclosure under the Disclosure and Barring Service.

**Experience**

Leading and managing staff, building successful and motivated teams, demonstrable success in giving vision and effective strategic management to disparate functions	Essential
Developing young people	Essential
Envisioning change and making it happen on the ground; an appetite for change, progress and making a difference	Essential
Someone who has had, and understands the value of, adventures	Essential
Deep experience of work delivering adventure and learning	Essential
Working in formal education	Desirable
Working in youth work	Desirable
Managing risk in the outdoors	Desirable

**Specialist skills**

A keen commercial awareness and the ability to ensure effective financial control	Essential
Practical outdoor experience	Essential
Controlling costs, working to tight budgets	Essential
Working constructively with the local community, building relationships	Essential
Educated to degree level or equivalent or has an appropriate management qualification.	Desirable
Working in a residential centre or school	Desirable
National Governing Body qualifications in mountaineering, climbing, canoeing, sailing or the like	Essential

### Attributes

Someone who builds consensus and wins support for ideas, who can inspire rather than require performance	Essential
Someone who can make tough decisions, especially regarding staff	Essential
A leader, not a bureaucrat	Essential
Someone who can demonstrate alignment with The Trust's core values (see over)	Essential
A leadership style that can be adapted to meet individual contributions	Essential
Someone who can demonstrate a track record of devolving responsibility as far "down" the chain of command as is possible and appropriate	Desirable

### Outward Bound's Core Values:

**A belief that we all have undiscovered potential.** We aim to create moments when everyone can see and believe in themselves as never before and to translate such moments into lessons for everyday life

**A belief in the power and magic of learning through adventure in the wild** - as a means of bringing out the best in people.

**A deep appreciation of the balance between risk, reward and responsibility.** We want people to have intense experiences with real consequences and powerful, positive and memorable outcomes

**A spirit of respect and compassion.** We aim to stretch people both physically and mentally. In doing so we act with care, concern and generosity towards people and the natural environment.

### The Way We Work Together at The Trust

The Outward Bound Trust is a charity with over 300 skilled and talented employees who work together collaboratively in a variety of situations. To be effective we need to trust and value each individual to do their best to achieve our overall aims to develop young people. To achieve this staff across the organisation have developed "The Way We Work Together at The Trust". This, we believe, is the way that we should work together within The Trust. This is the culture that we want all employees – from the CEO to the rawest new recruit – to play their part in developing:

1. We are proud to work for The Outward Bound Trust. It is our responsibility to come to work each day determined to make it even better.
2. We are a small organisation with some very talented and deeply committed staff. Although line-management responsibilities and areas of ultimate responsibility are clear, we aim to be as non-hierarchical as possible. Constructive advice, comment or guidance from anyone to anyone is more than welcome.
3. We trust one another to do the jobs we have been recruited, trained and developed to do. Each of us taking personal responsibility lies at the heart of a great team performance. No-one should need or want to be micro-managed.

4. Everyone can be a leader because everyone is encouraged to use their “process authority” to influence what is happening within The Trust. Giving and receiving feedback, clarifying purpose and outcomes, actively listening, providing constructive suggestions are all examples of process authority and this can be exercised by any one of us at any time.
5. We should all look for ways to praise each other for the many things that we do well. In doing so we also earn the right to confront behaviour or performance which is unacceptable or which saps energy from the organisation.
6. The more effectively we communicate with each other, the better things will be.

### Salary and Benefits

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#### Further Information for Applicants

The salary for this job is £45,000 - £60,000

- Annual Leave of 30 days, plus bank holidays
- Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline.
- 8 weeks’ sick pay at full salary in any 12 months
- Long-term Disability Insurance: 2/3 salary less state incapacity benefit after 6 months’ absence for up to 5 years, covered from start date
- Personal Accident Insurance while at work or commuting
- Choice of private healthcare (currently BUPA) or cash plan: on application after completion of probation; taxable benefit
- Pension Scheme (currently Standard Life): Auto-enrolment of all staff after 3 months service
- Berghaus uniform items provided. Also, opportunity to purchase Berghaus products at discount
- Discounted course fees for family members to attend Outward Bound Trust courses (after 12 months service).
- Childcare voucher scheme

#### How to Apply

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Please send your CV and a covering letter of not more than 2 sides of A4 explaining your fit to the job description and the person specification. This should be sent to Kate Jones ([kate.jones@outwardbound.org.uk](mailto:kate.jones@outwardbound.org.uk)). **CVs and covering letters should be sent by email only, please.**

If you have any queries regarding the information supplied or the recruitment process please contact Kate Jones, either by email or telephone: 01931 740010.

**Closing date:** 09.00, Monday, 5 August 2019