

# REGIONAL OPERATIONS MANAGER JOB DESCRIPTION

<b>Position</b>	Regional Operations Manager
<b>Department</b>	Operations
<b>Reports to</b>	Managing Director
<b>Location</b>	Asia-Pacific regions

## 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 Regional Operations Manager is responsible for managing the day to day operations of the business within the assigned region(s). The role is suited to individuals with a high level of attention to detail, meticulous management skills, systems analysis and design, logistical process implementation and delivery, and a passion for developing and growing small business. 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 environment that ultimately serves 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, New Zealand and Asia. 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 need to assist with creating new programs, supplier partners, itineraries, programming curriculum 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
<b>People</b> (Human Resources)	<ul style="list-style-type: none"> <li>Work in partnership with the OB PCE (People, Culture and Education Manager) to deliver on all HR processes including recruitment, on boarding, appraisals, staff and volunteer inductions.</li> <li>Working with the OB People, Culture and Education Manager to create and administrate effective communication strategies to communicate organisation-wide information to the team.</li> </ul>
<b>Business</b> (Administration)	<ul style="list-style-type: none"> <li>Manage the day to day operations of the company</li> <li>Develop systems and implement new processes that improve company operations and streamline efficiencies</li> <li>Design and lead initiatives that maximise the engagement of all team members</li> <li>Manage and approve all timesheets for payroll</li> <li>Prepare program budgets and deliver programs within budget</li> <li>Develop programs and itineraries for the sales department to deliver to our clients</li> <li>Participate in strategic planning sessions at a high level that will help drive and steer the vision of the company</li> <li>Responsible for ensuring all accreditations, subscriptions and insurances are kept up to date</li> </ul>



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School Camps Australia Pty Ltd ACN: 610095068

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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**

<p><b>Program</b> (Design &amp; Delivery)</p>	<ul style="list-style-type: none"> <li>• Plan, design and implement all operational requirements for programs that we provide to our clients</li> <li>• Attend client pre-camp service events such as operational planning days, teacher briefings and parents information evenings</li> <li>• Manage the day to day local operations and logistics in the field ensuring program staff are supported and are facilitating high quality student experiences</li> <li>• Communication point with between program staff and the director(s)</li> <li>• Ensuring group leaders are guiding students through a planned and prepared itinerary</li> <li>• Manage and improve company policies and procedural documents as required by legislation or by our own mission of continuous improvement</li> <li>• Maintain registers and logbooks in the safety and compliance areas</li> <li>• Manage and maintain high quality, personable and friendly relationships with OutBeyonds program delivery partner(s)/supplier organisations e.g. Camps and accommodation venues, transport agents, adventure activity companies and instructors, education or community organisations, catering bodies and outdoor recreation partners.</li> <li>• Provide students with a safe and enjoyable camp experience</li> <li>• If required; perform first aid and keep a log of any incidents or near misses</li> <li>• Develop and maintain the 'Online Training Platform' Talent LMS which provides all staff with on-the-go e-learning.</li> <li>• Provide program facilitators with training and pre-camp 'Day Zero' briefings</li> <li>• Assist with shuttle bus transfers and transport of groups</li> <li>• Collect and collate all participant details including but not limited to enrolment forms, medical details, dietary requirements, and special needs.</li> <li>• Coordinate programming requirements with Universities, schools and tertiary institutions and provide advice and technical support to the PCE Manager</li> <li>• Provide insight and strategies to director(s) to create better services, content or business improvement within in our company</li> <li>• Provide regular fortnightly reports to the Director</li> </ul>
<p><b>Partnerships</b> (Sales)</p>	<ul style="list-style-type: none"> <li>• Identify partnership opportunities with Universities, schools and tertiary institutions</li> <li>• Identify partnership opportunities with new suppliers of services (i.e. content to include in OB programs)</li> <li>• Plan, organise and attend Sales Meetings</li> <li>• Manage sales leads and convert to new clients</li> <li>• Communicate new developments with internal partners such as schools, universities and education services suppliers</li> <li>• Boost relationships with industry personnel and providers in Australia, New Zealand, China and other Asian regions</li> <li>• Attend sales trips and project work to Singapore, China, Japan, Malaysia, Indonesia, Philippines and New Zealand</li> <li>• Conduct high-impact, engaging and fun Program Facilitator and Staff recruitment events at Universities, TAFE's and educational organisations with the PCE manager</li> <li>• Provide support and engaging service with International colleagues, partners, consultants and JV representatives in offshore markets</li> <li>• Attend company "Pitch nights" as part of our Green-house (idea incubator initiative)</li> <li>• Meet KPIs and Sales targets in line with the OB strategic plan and receive bonuses and commissions</li> </ul>

## ESSENTIAL QUALIFICATIONS, EXPERIENCE & COMPETENCIES

### Essential Qualifications:

- Bachelor's Degree in Business, Management or a industry related field
- 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)
- Valid Passport

### Other Qualifications (preferred but not essential):

- Human Resources Diploma or Degree
- Surf Lifesaving Qualification (bronze medallion)

- Austswim Qualified
- Individual Adventure Activity Qualifications (rock climbing, kayaking, surfing, rafting, mountain biking).
- MBA

#### Experience:

- 3-5 years Management and Operational experience
- 3 to 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)
- Ability to provide a welcoming, inclusive environment for all staff and participants

#### 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 co-operatively 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 Regional Operations Manager will be line managed by 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 **4 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](http://www.outbeyond.com.au/careers) and submit a cover letter and resume.

#### APPLICATIONS CLOSE

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

For any questions, contact Liam Murphy by email [liam.murphy@outbeyond.com.au](mailto:liam.murphy@outbeyond.com.au) or call 1300 856 340