

JOB DESCRIPTION

Job Title	Senior Centre Manager – Kilve Court		
Directorate	Children's Services - Education Operations		
Reporting to	Service Manager – Outdoor Centres		
Grade	10		
Evaluation ref:	AU0445	Job Family ref:	
Role Purpose			
<p>Oversee all aspects of operation at Kilve Court Residential Outdoor Centre.</p> <p>Kilve Court has been delivering both residential and non-residential outdoor adventurous activity courses for the young people of Somerset since 1965. Kilve Court has a capacity of 220 bed spaces and is set in 100 acres of land within the Quantocks National Landscape. It has an annual turnover of £1.4 Million and employs 30 members of contracted staff in addition to a large pool of casual and freelance staff.</p> <p>The Senior Centre Manager is responsible for delivering the highest standards of safety and quality in adventurous activities, facility management and care of the environment.</p>			
Accountabilities			
<p>Ensure Kilve Court maintains its reputation for the delivery of high quality outdoor educational services. Meeting the needs and expectations of a wide range of users from within Somerset and beyond</p> <p>Strive to Support Somerset Council's (SC) ambition in raising achievement & narrowing performance gaps for vulnerable groups wherever possible.</p> <p>Ensure all staff are effectively managed and supported through regular line management meetings and the delivery of professional development opportunities. Enabling all staff to take part in the development of the service.</p> <p>Lead a team of staff within the centre including the direct line management of the Activity Manager, Hospitality Manager, The Outdoor Centre (ODC) Co-ordinator, as well as the Maintenance and Grounds Team. The Centre Manager is ultimately responsible to ensure that the heads of department effectively manage the lead, seasonal and freelance instructors and the catering and housekeeping teams who work at the centre. Leading the team includes: -</p> <ul style="list-style-type: none"> • Having regular line management meetings and annual appraisals. • Ensuring correct staffing rotas and timetables for every course (weeks/weekends), including any needed for the ODC and Great Wood Centre. 			

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- Keeping records of staff leave and hours worked, prepare and process monthly claim forms for each staff member as required.
- Ensuring the appropriate recruitment, induction and training of staff. This includes identifying and employing appropriately qualified Technical Advisors to advise on industry best practise and support the safe operation of technical activities.
- Maintaining clear records regarding staff qualifications and suitability to lead each activity and train and develop staff to meet the demands of the customer.
- Supervising all activity staff in the delivery of activities and ensure any alterations to programmes can be accommodated and are implemented.
- Ensuring daily meetings are held and recorded with Instructors to ensure the safeguarding of participants.

Implement, monitor and contribute to the review of agreed health and safety systems.

Ensure that all mandatory compliance records are kept in line with SC health and safety guidance. This includes, but is not limited to; Fire, legionella, tree and asbestos prevention, safety, inspection and monitoring.

Maintain high standards of session delivery, monitoring and design to ensure the service retains its statutory Activity Licence from the HSE, which is essential for the service to be able to operate. Ongoing liaison with technical advisors for licensable activities and ensuring the centre is up to date with any changes to National Governing Body guidance.

Work towards achieving relevant National accreditations (AHOEC Gold Standard, LOtC, Eco-centre, etc.) that would provide an external validation to the quality on offer at the Centre.

Ensure activity standards meet Health and Safety requirements; this will include writing and reviewing all Centre Codes of Practice, Risk Assessments, Activity Descriptors, Standard Operating Procedures, catering documentation and other policies and procedures, and reviewing these regularly.

Management of the Hospitality Manager to ensure that the highest standards of food handling and hygiene are maintained across the centre's kitchens.

Ensure equipment safety records are maintained, replacing equipment in line with the Resource Management Plan and health and safety considerations.

Working with the DofE co-ordinator to promote the award and deliver high quality expedition training and qualification as well as Gold residential provision.

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Act as a role model encouraging all staff to develop a culture of responsibility for the health, safety and wellbeing of all other staff, guests, colleagues and contractors on site This includes implementing regular training and updates on safeguarding, fire evacuation and prevention, manual handling and COSHH.

Contribute to Outdoor Centre service planning, resource deployment, service performance and monitoring.

Contribute to ensuring full cost recovery and targets for growth are achieved.

Put plans in place to meet targets for growth in customers/products and services.

In coordination with the Service Manager, agree and implement a 5-year business plan for Kilve Court that develops the Centre's status as a sustainable traded service, and makes a positive financial contribution to the service.

Plan and control the Centre's resources, provide budget forecasts and collect data to provide reports that track the Centres operational performance and ensure remedial activities where appropriate.

Manage the allocated income and expenditure budgets. Attend monthly finance meetings to report on these. This Includes staffing costs, equipment, catering, repairs and maintenance and internal and external income.

Actively work towards making the Centre as environmentally efficient as possible, including monitoring of water, electricity, gas and oil consumption as well as recyclable and non-recyclable waste generated.

Continuously review customers feedback and identify possible improvements to service delivery or provisions at the Centres that will increase attendance level and enhance customer experience resulting in improved feedback.

Report on Service's KPI's to rest of management team and put in place strategies to ensure these targets are met or exceeded.

In consulting with the Activity Manager, plan and organise all school and holiday courses to provide a wide range of activities for all ages. Oversee the preparation of advertising material for all products.

Represent Kilve Court and the other centres at marketing meetings and other boards or working groups as required for the development of the service.

Promote a positive vision of the service, facilities and courses to parents and teachers, and other key stakeholders, including the local community.

Make recommendations to ensure the best use of social media and oversee these.

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Advise attendees on programmes, administrative arrangements, health & safety standards, policies and behaviours expected whilst attending the courses.

To work with the designated safeguarding lead, delivering safeguarding training to the rest of the service. Implement processes and follow procedure for any concerns.

Ensure booking levels are sufficient to meet budgetary requirements and take action to re-advertise to encourage further attendance or streamline the course to meet requirements. Ensure where possible that costs can be retained within budget in order that savings can be reallocated to further development of the overall facility.

Determine costs for every group's visit to Kilve Court by providing quotes for customers. Alongside the Office Manager and Service manager, set scale of charges to ensure courses are financially viable.

Lead adventurous activities as required and in line with personal qualifications and experience.

Responsibility for identifying personal CPD opportunities and goals in consultation with the Service Manager. Attend all training expected of the service.

Attend and contribute actively at Outdoor Centre senior management meetings, with focus on the services position within SSE and its vision for the future.

Undertake residential duties during evenings and weekends to supervise students and make changes to the events schedule as required.

Deputise for the Service Manager or other senior colleagues across the centres' as required.

Undertake presentations at schools to promote the centre, service and encourage participation in outdoor learning.

At all times, look for ways to deliver the maximum benefit for the communities of Somerset utilising the centre's facilities and resources.

Responsible for promoting the welfare of children and young people and where relevant support schools and early years settings in safeguarding children though being aware of relevant policies and procedures and understanding how to use these to ensure that children and young people are protected and all suspicions and allegations of abuse are taken seriously and responded to swiftly and appropriately.

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Knowledge / Experience / Skills		
	Essential	Desirable
Knowledge		
Through understanding of health and safety principles and how these apply to a residential outdoor learning environment.	✓	
Up to date knowledge regarding best practice in high quality outdoor learning.	✓	
Understanding of the principles of food safety hygiene and handling.		✓
High level of knowledge of customer service delivery.	✓	
Broad understanding of the national curriculum and wider educational processes, including how outdoor learning can enhance the educational journey for young people.		✓
Best practice in the safeguarding of young people and vulnerable adults.	✓	
Environmental education and impact of recreational ecology.		✓
Experience		
Effective management of large multi departmental teams. Including recruitment, training and development of staff.	✓	
Financial management experience including the monitoring of income and expenditure across a complex portfolio, making savings where possible and maximising income opportunities.	✓	
Track record of leading positive change within an organisation.	✓	
Qualifications / Registrations / Certifications		
Level 5 qualification in Outdoor Education or a related field.		✓

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Driving licence and the ability to drive Somerset Council minibuses and trailers.		✓
NGB qualifications to lead adventurous activities.		✓
Higher level NGB awards that include trainer / assessor status.		✓
16 hour Outdoor First Aid Qualification or higher.		✓
Evidence of ongoing safeguarding training.		✓
Level 2 (or higher) food hygiene handling certificate.		✓
Skills		
Exceptional interpersonal skills including mentoring and the ability to forge strong relationships with all stakeholders.	✓	
Ability to present to a range of audiences including young people, teachers, colleagues and the wider public.	✓	
Passionate belief in the value of high quality outdoor learning.	✓	
Working Conditions		
The position requires working some evenings and weekends. The role is based across the centre and will involve working outdoors year round in all weather conditions. It may also involve working at height, in water and in cramped conditions. Occasional lone working might also be required		
Dimensions of the role		
Working Arrangements		
Somerset Council's Dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		
<p>Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practise.</p> <p>Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p>		

Date: 12/08/2025