

TITLE: Operations Manager – Tallong Campus

REPORTS TO: Director, Tallong Campus

ACCOUNTABLE TO: Principal

Key Objectives

To support the Director in the management of Tallong Campus. To contribute to the delivery of quality programs to clients of Tallong Campus through the administration of systems for the management of staff, resources and documentation. Liaison with clients, service providers and members of the College. Provides support to the Director in the areas of maintenance of equipment, program implementation and act as a contact person on site for user groups.

Key Objective	Tasks & Duties	Key Performance Indicators
Management of Tallong Campus	<p>Supports the Director in the day to day operation of Tallong Campus.</p> <p>Conducts planning, record keeping and logistics for outdoor programs.</p> <p>Monitors bookings and liaises with clients re needs.</p> <p>Assists the Director in the maintenance of systems for security, OH & S, associated documentation, risk assessments and record keeping.</p> <p>Supports the Director in achieving Accreditation of the Campus.</p> <p>Supports the Director in the management of the hospitality function.</p>	<p>Effective systems for the management of Tallong Campus are in place and regularly evaluated and updated.</p> <p>Information re clients and programs is communicated as necessary.</p> <p>Develops documentation for each program</p> <p>Ensures the completion and archiving of program records</p> <p>Client needs are met.</p> <p>College policy and procedures are implemented and regularly evaluated.</p> <p>Manages Incident Reporting and the Incident Register</p> <p>Objectives of accreditation are achieved.</p> <p>Policies and procedures required for accreditation are implemented and procedures recorded.</p> <p>Regular liaison and information sharing with hospitality staff.</p>

Key Objective	Tasks & Duties	Key Performance Indicators
Maintenance and Management of Campus Resources	<p>Monitor and report on the quality of the Hospitality Function</p> <p>Monitors system and procedures for communication with payroll</p>	<p>Positive Feedback during and post client visit</p> <p>Accurate time sheets submitted within necessary timeframe.</p> <p>Staff negotiate rosters and roster changes.</p> <p>Effective communication between Strathfield and Tallong Campuses re payroll and associated functions including Workers Compensation.</p>
Maintenance and Management of Campus Resources	<p>Monitors Campus equipment and resources.</p> <p>Regularly audits resources and retires equipment from service when necessary.</p> <p>Organises equipment for new activities and purchasing of new equipment.</p> <p>Conducts stocktake of equipment and is responsible for its storage.</p> <p>Ensures that appropriate equipment is available for use by clients.</p> <p>Assist the Director in undertaking regular checks of equipment and site to ensure safety and management of risk.</p>	<p>Campus resources and equipment available for use and in sound working order.</p> <p>Equipment checks conducted and repairs carried out.</p> <p>New activities and initiatives developed on site.</p> <p>Equipment stored in a safe and secure manner, protected from the elements.</p> <p>Equipment available in appropriate locations for client use.</p> <p>Site inspections occur at regular intervals.</p> <p>Standard Operating Procedures (SOP) published and in evidence.</p>
Liaison with clients	<p>Acts as key contact person when Director is unavailable.</p> <p>Liaises with groups and attends to requests.</p> <p>Conducts site orientation and briefing.</p>	<p>Site contact person is available to clients.</p> <p>Clients aware of site amenities, CIMP and evacuation procedures.</p>

Key Objective	Tasks & Duties	Key Performance Indicators
Effective Site Management	<p>Ensures equipment is available at location or in meeting rooms.</p> <p>Oversees site supervision and provides direction to clients (staff) re standards of behaviour and expectations for student supervision.</p> <p>Monitors the Campus environment.</p> <p>Provides point of contact for service providers and maintenance contractors.</p> <p>Monitors service providers and maintenance contractors on site.</p> <p>Monitors supply of services for clients (water, power, etc) and takes remedial action when necessary to ensure functional supply.</p> <p>Undertakes non-trade maintenance as required.</p> <p>Reports necessary maintenance to Property Department.</p> <p>Organizes local services as requested by Director.</p>	<p>Client needs are met.</p> <p>Media, BBQ, OHPs, chairs, outdoor equipment etc accessible to clients and in requested location.</p> <p>Campus is safe and environment is user friendly.</p> <p>Activity sites are maintained.</p> <p>Effective communication re Campus requirements.</p> <p>OH & S site briefing conducted for all contractors working on site. On site work is monitored.</p> <p>Campus services, plant and equipment maintained to required standards.</p> <p>Repairs and maintenance of site and equipment are regularly carried out.</p> <p>Effective program for site maintenance operations.</p>
Emergency Management	<p>Acts as Critical Incident Coordinator as required</p> <p>Provide first aid</p> <p>Monitor Emergency Response Equipment</p>	<p>Follows Emergency Response Plan during Critical Incidents</p> <p>Regular audit and replacement of all emergency response equipment and supplies</p>

Santa Sabina College

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Selection Criteria

- Tertiary qualification in Outdoor Education or a relevant degree.
- Well developed leadership skills
- Proven experience in the management of administrative systems
- Highly developed communication skills and an understanding of Risk Management and Occupational Health and Safety in an outdoor environment.
- Current Driver's Licence and Senior First Aid Certificate.
- Proficiency in ICT, especially Microsoft Office