

Centre Manager Role



Phoenix Canoe Club Limited is looking to appoint a Centre Manager to run the Phoenix Outdoor Centre based on the Welsh Harp Reservoir in North London. The Centre was established in 2011 and provides adventurous activities to schools, higher and further education, SEND, Pupil Referral Units, youth & community groups and the public.

Our activities include kayaking, canoeing, Bell boating, SUP boarding, improvised raft building, sailing, windsurfing, powerboat tuition, orienteering, team building, forest skills and first aid training. As well as our schools and groups, we also run "Camp Phoenix" school holiday courses and activities, Paddle Parties and Private Tuition.

Key Responsibilities:

The Centre Manager role is to take charge in the comprehensive management of the Outdoor Centre in the day-to-day running of activities and operational aspects.

- Lead, motivate and manage a team of seasonal and sessional instructors and coaches to provide exceptional service to our participants and user groups
- Maintain and enforce strict adherence to Health & Safety standards, making sure that the Centre operates in accordance with all relevant regulations and guidelines
- Foster positive relations with our participants, user groups and other stakeholders to ensure high levels of satisfaction and repeat business
- Administer Centre budget and allocate resources effectively
- Collaborate with the Centre Development Director & Trustees to identify areas for improvement and innovation, working together to enhance our programs and services

Qualifications & Experience:

The successful candidate will have proven experience in a leadership role in outdoor education and adventurous activities and strong team management skills, as well as the following attributes:

- Excellent organisational and financial management skills
- In-depth knowledge of Health & Safety regulations and good practice
- Exceptional communication and interpersonal skills
- Ability to work collaboratively with the Centre Development Director & Trustees to identify areas for improvement and innovation to enhance our programs and services
- A range of relevant NGB qualifications including paddle sports and sailing
- Experience and input into the accreditation process for AALA, RYA Training Centre and Paddle UK Delivery Partner
- Ability to use (or learn) a number of IT programs including MS Office, Google Suite, WebCollect, WordPress, Xero etc.

What we can offer you:

We are looking for a candidate to be appointed on a long-term basis, as the ability to develop and nurture relationships is key to the role. It also allows us to work together on continually developing skills so that you are able to achieve the results necessary to maintain Phoenix Outdoor Centre's position as a leading activity provider in North London. If you are a passionate and skilled leader with a commitment to providing exceptional outdoor experiences and a track record of successful management, we invite you to apply for the position of Centre Manager at Phoenix Outdoor Centre.

Interested candidates should submit their CV's and a cover letter outlining their qualifications and relevant experience to phil@phoenixoutdoorcentre.co.uk Join our team and help us continue to provide transformative outdoor adventures in North London.

Pay range from £30,000.00 - £36,000.00 pension contribution, 20 days holiday plus statutory holidays and flexible 40 hour week, subject to DBS check and two references.