



Scouts NSW

**Position
Description**

**Program
Manager**

Purpose of the position

The Program Manager is a key role in the Cataract Activity Centre (CAC) and Baden Powell Activity Centre (BPAC) management team and is responsible for the development of activities and programs that are offered to guests.

The position provides key advice and information to the CAC/BPAC management team for the overall planning, development and delivery of programmes, and budget allocation to ensure the ongoing sustainability and viability of the programmes. The Program Manager is also responsible for the promotion of activities and programs that promote repeat customer business and attract new customers to CAC/BPAC.

The Program Manager is responsible for the quality-of-service delivery to all customers of CAC/BPAC and shall embody and facilitate the provision of high-quality customer service to achieve planned outcomes.

The Program Manager manages and leads a team of Activity Instructors who engage with, lead, guide, facilitate, educate, and supervise activities for CAC/BPAC customers as they enjoy a variety of structured outdoor recreational and camp-site based activities.

The Program Manager will support the work of Scouts NSW and will interact regularly with uniformed members and supporters, as well as salaried staff, as they undertake their duties.

Reporting and Tenure

Direct Reporting Line

The Program Manager reports to the Centre Manager

Activity Instructors (Cataract, Pennant Hills) are direct reports to this role.

Matrix Working Relationship Lines

Includes: Cataract Scout Park/Baden Powell Scout Centre guests, including school groups, community groups, other customers, Scouting groups, CAC/BPAC Activity Instructors, Centre Manager(s), Administration staff, Maintenance Manager, Caretaker, cleaning staff, catering staff, CSP (Cataract Scout Park) Ranger teams and other Scouts NSW volunteers, service suppliers (activities and elements specialists), Commercial Manager.



Responsibilities and duties

While carrying out the responsibilities of the role, the Program Manager will always uphold the purpose, principles, and values of Scouts Australia NSW, will adhere to the National and State policies and will behave in accordance with the Scout Law and Promise. Importantly, the Program Manager will comply with, and ensure the implementation of all applicable legislative and statutory regulations.

The Program Manager role has specific Key Responsibility Areas which are set out as follows:

Key Responsibility Area 1: Programme Development and Management

- Facilitate effective planning, provision, and evaluation of high-quality focused programmes to meet the needs of Scouts Australia NSW and the external community.
- Research the current market requirements for the development of educational, productive, and challenging Scout, School and Community Camps.
- Design and implement a variety of activities programmes for the Centre to market as set out in the Activity Centres Operational Plan.
- Manage and monitor all programs to ensure a high standard and a consistent level of quality are maintained.
- Ensure CSP programmes and outdoor activities comply with relevant legislation, notably WHS (Workplace Health and Safety) and those relating to safety.
- Ensure structured programmes are designed to meet financial targets set out for the year, in term of staffing and customer usage.

Key Responsibility Area 2: Centre Utilisation and Marketing

- Work with members of the CAC/BPAC management team to promote the use of the park as a venue for all appropriate activities.
- Provide input to appropriate promotional material for the activities, and work with members of the management team and State Office Communications and Marketing team, on general promotional material.
- Work with the management team, to prepare budgets, forecasts rate sheets and quotes for prospective clients.
- Work with the management team, to meet the revenue targets set in each financial period for the Centre

Key Responsibility Area 3: Quality of Service

- Undertake research and analysis into the needs of the site guests to continually improve service delivery, standards, and quality.
- Consolidate opportunities for further improvement and facilitate the implementation of initiatives to enhance service delivery.



- Inspect and facilitate regular activity and equipment maintenance requirements for the park.
- Implement best practice in all activities at the park.

Key Responsibility Area 4: Facilitation of Activities Instructors Staff

- Identify staffing needs and develop teams of casual Activities Instructors to facilitate programs.
- Train and induct Activities Instructors per the operating procedures for activities they run.
- Manage expenditure and adhere to expense budgets that this position is responsible for, including activity wages, and activity consumables.
- Leading and coordinating the programme staff including:
 - establishing a dedicated team culture;
 - overseeing and advising the Activity Instructors on their key work areas;
 - advise and assist Activity Instructors with customer service problems; resolve complex or escalated customer issues or difficulties;
 - ensuring quality and timely provision of administration services and effective communication to internal and external customers to agreed performance standards and service levels.

Key Responsibility Area 5: Administration

- Design and maintain standard operating procedures for all activities conducted at the Centre.
- Manage all camping and activities equipment owned by the Centre.
- Advise and inform staff and hirers of park rules and regulations i.e., WHS, Park procedures and regulations of Site.

Qualifications

Essential

Higher School Certificate or equivalent and a Certificate IV or higher in Outdoor Recreation or related discipline, or appropriate industry experience.

Required Work Experience and Skill

The Program Manager, as with every member of the State Office team, must have a proven capacity to deliver outcomes and be a self-starter with capacity to work without close supervision.

- Minimum three (3) years' experience working in the Outdoor Recreation Industry
- Experience working in a supervisory role proven leadership experience and ability to effectively lead and supervise staff and volunteers to meet expected outcomes.
- Experience in outdoor adventure activities facilitation.



- Computer literacy and ability to navigate and use the Microsoft Office suite including word processing, spreadsheet and presentation software and applications.

Core Competencies Required

The Program Manager will be required to meet the following competencies:

Knowledge and Experience

- Elevated level interpersonal, oral, and written communication skills; ability to liaise effectively with internal and external stakeholders.
- Strong customer service ethic.
- A team player with strong team-building, motivational and facilitation skills.
- Demonstrated initiative, tact, and maturity.
- Ability to make accurate and detailed analysis of the business environment and plan accordingly.
- Highly organised with the ability to multitask and meet strict deadlines.
- Excellent time management and ability to plan.
- Thorough, with excellent attention to detail.
- Able to work independently, autonomously and with limited supervision.
- Commitment to always upholding confidentiality.
- Ability to obtain and clarify information.
- Ability to implement EEO and WHS principles in this context.

Acknowledgement and Agreement

Acknowledgement

I, _____ (employee name), understand the above job requirements, and that my fulfillment of these will form the primary basis of my performance reviews.

Employee Signature: _____ Date: _____

Manager Name: _____ Signature: _____ Date: _____

Commercial Manager Signature: _____ Date: _____

The Program Manager is required to hold a current Working with Children Check clearance, a National Police Check and have undergone a background check.

