



Job Description

Job Title:	OAIC (Outdoor Activity Instructor Course) Operations Co-ordinator
Reports to:	NAC Centre Manager
Based at:	Newquay Activity Centre
Staff supervised:	Course Presenters
Salary:	£ Salary to be discussed + bonus
Contract:	Permanent Full Time

Job Purpose

Responsible for managing course delivery and operations

Be the face of Newquay Activity Centre's Academy to achieve smooth running and high-quality delivery, whilst communicating with students via telephone and email and day to day sessions, to ensure that they fulfil their ambitions to complete the course successfully. Supporting daily operations of the course, focusing on safe delivery, utmost student care, excellent planning and managing the courses presenters, equipment, logistics and locations.

Key responsibilities and accountabilities:

Work with NAC Centre Manager to drive and manage course operations, maintaining a high standard of delivery and the successful pass rates and student satisfaction / fulfillment.

Provide good communication and direction to the team of presenters, driving efficiency and ensuring we hit our milestones and course deliverables. Maintaining a focus on exam standards and criteria.

Liaising with external providers and presenters to maintain strong relationships and clear conversations.

Taking ownership of the course presentation and operations role, including but not an exhaustive list:

Day-to-day Course Delivery – This would take up the highest proportion of your time

- Overseeing the delivery of a range of training activities including but not exclusive: Surf, Bodyboard, Lifeguarding, Coasteer, Bushcraft, Kayak, SUP, Super SUP, Forage etc.
- Ensuring the Students are trained to a standard where they will attain the qualifications that they are working towards.



- Maintain safe operations throughout the course.
- Manage the delivery of the 10 essential highlights that should appear in the course i.e. Mylor river camp out, dawn swims, celebrity surf coaching session with Alan Stokes.
- Management of bookings for upcoming courses.

Course Admin Roles – these tasks would be delivered through work with the NAC office staff

- Collect imagery for social media / promotional use on a daily basis
- Process pre course information with centre manager to get to know your students
- Organisation of course presenters for daily delivery (booking them in and scheduling who you work with)
- Booking and Registration of courses for students
- Organisation by communicating with NAC the need for kit (kayaks, SUP's, Buoyance Aids. Manuals, course materials etc) and booking them out for session use.
- Organise and manage WhatsApp group with daily plans
- Manage the Google drive to ensure that all documents are accessible and in date for use during Zoom and face to face delivery sessions
- Weekly welfare sessions to maintain a healthy spirit from the students and receive one-to-one feedback to guarantee good results
- Update the course presenters and pupils with Covid related guidelines and any changes to the guidelines
- Weekly questionnaire to group and share results with presenters, in order to react to feedback
- Weekly staff meeting and record minutes
- Budget for course, keep it on track and record ongoing expenditure
- Weekly log of students' progress in relation to being able to pass the course presented at weekly meeting
- Weekly plan preparation, confirm all logistics
- Manage anything relating to locations where training is to take place. Including classrooms, permissions to use the harbour, the shed at Pentire, minimise the impact of us using the Gannel etc
- Develop new courses and tweak the current courses as and when required.
- Training of the trainers – ongoing professional development for the course presenters
- Supply input where necessary with regard to the website to ensure it is a fair reflection of what we are offering
- Create a weekly report and attend a face to face meeting with the company director regarding how things are going.
- Process new bookings and manage payment plans and create student profiles
- Manage the pre course information and e mails
- Manage accommodation bookings and answer any queries related to accommodation



- Deal with ELCAS and other external awarding or funding bodies
- Ensure the website is kept up to date and a fair reflection of what we are offering
- Staff appraisals
- Complete the course and ensure all students receive their certificates
- Create stats and marketing information about the course in relation to who got jobs in the industry.
- Ensure courses are delivered with best value to both the customer and the company.

This is not exhaustive and is subject to change in line with the demands of the business.

Key Performance Indicators relating to Balance Score Card (5% of annual salary paid up to 1.25% on completion of a full quarter):

- **Financial (0.25%):** Keeping the course on track financially
- **Internal (0.5%):** Successful management of course presenters and logistics
- **External (0.25%):** Customer Feedback Targets Upheld
- **Quality (0.25%):** Successful pass rates and retention of students

Our company mission is to deliver world class education and provide world class development opportunities for outdoor activity professionals and coaches

Created 11th March 2021