



HEAD OF ADMINISTRATION – ULLSWATER & HOWTOWN CENTRES

Salary: £25,790 to £34,541 plus benefits

Hours of work: 37.5 hours per week

Reporting to: Head of Centre

Contract: Permanent

The Outward Bound Trust

We're an educational charity that helps young people defy their limitations, so they become strong, resilient and curious, ready for the challenges of life. Using learning and adventures in the wild, we partner with schools, colleges, employers and youth groups to teach their young people the most important lesson they could ever learn: to believe in themselves.

Our Ullswater Centres are based in the Lake District National Park and are two of six residential centres in the UK. Ullswater can accommodate up to 120 young people at any one time whilst Howtown accommodates up to 72. Both are ideally based to access the wider adventures on offer in the Ullswater valley and beyond.

Purpose of the Job

The Head of Administration reports to the Head of Centre and is responsible for providing day to day and strategic leadership and management in all aspects of administrative functions, including:

- Financial control and procedures (budget of £3.9M)
- HR advice and administrative support in line with The Trust's HR policies and procedures
- Lead, manage and supervise the Centres administration team
- Provide executive level support to the Head of Centre
- Be a proactive member of the Senior Leadership Team.

Job Description

Key Responsibilities

- Lead the Ullswater Centre Administration Team including managing annual appraisals and the training and development needs of the team.
- Actively provide support and cover for all administrative team members and work flexibly across all areas of the department.
- Provide strong, effective administrative leadership taking responsibility for both the day to day and strategic administration of the centre and support the Head of Centre (HoC) with the running of Outward Bound Ullswater centres with a commercial awareness.
- Support HoC by being an active member of Senior Leadership Team (SLT) and minute taker for SLT Meetings.
- Maintain an ongoing overview of all the administration functions of the Centre, compiling reports for HoC and Head Office as required, including online safety training, absence management and customer complaints.
- Lead on visitors and meetings organisation
- Act as a consistent first point of contact locally for HR and general admin support, including overall responsibility for Personnel Files and HR Systems at the centre: update electronic records.
- Take an active part in programme staffing & centre occupancy meetings to check business information.
- Support the HoC with any customer feedback / complaints and reporting process.



- Oversee and manage locally the IT and phone systems, liaising with our external support agents and the Head Office IT Team as required.
- Support the planning of Trust wide events at the centre (e.g. Donor & Trustee visits).
- Oversee, reconcile and administer the financial function of both Centres, providing for, and working with, the Finance Team at Head Office, including; salary returns, petty cash returns, invoices, management accounts, incoming cash, staff expenses and budgets.
- Provide personal and administrative support to the HoC, including maintaining a diary and supporting a variety of managerial projects.
- Be the nominated person for processing DBS checks and renewals
- Recording of incidents, initialising insurance claims
- Assist with documentation for annual license renewals and agreements
- Oversee on-site accommodation requirements for new staff and visitors from across The Trust

Person Specification

Knowledge, skills and experience

Have extensive administrative experience.	<i>Essential</i>
Experience of financial administration and budget control.	<i>Essential</i>
Experience and knowledge of HR functions.	<i>Essential</i>
Proven ability and experience to lead and manage a small team of administrative professionals, including training and appraisals.	<i>Essential</i>
Proactive and forward thinking in your approach.	<i>Essential</i>
Proven ability to manage competing and complex demands and to use effective problem solving skills.	<i>Essential</i>
Extensive IT capability, including Office 365 (Email, Word and Excel), Microsoft Dynamics.	<i>Essential</i>
Ability to plan, organise & schedule people and tasks in a complex working environment.	<i>Essential</i>
Have excellent written and verbal communication skills.	<i>Essential</i>
Ability to maintain confidentiality at all times, and to exercise good judgement in terms of managing the team and stakeholders.	<i>Essential</i>
Approachable, calm and able to assess and manage varied work tasks, and deal with the unpredictable.	<i>Essential</i>
Ability to work within in a dynamic young person's environment.	<i>Essential</i>
Ability to build and maintain strong working relationships with colleagues.	<i>Essential</i>
Ability to work flexibly and get involved.	<i>Essential</i>
Solutions focused approach to supporting wider staff.	<i>Essential</i>
Understanding and experience of GDPR compliance	<i>Essential</i>
Ability to travel independently around the local area and occasionally nationally as required.	<i>Essential</i>
Ability to support others with prioritising urgent and important tasks.	<i>Desirable</i>

Personal Attributes

To be smart at all times and have a high level of personal presentation	<i>Essential</i>
Passionate about young people development	<i>Essential</i>
Be customer focused by being polite and courteous	<i>Essential</i>



Be dependable and flexible with a willingness to help and take process authority	<i>Essential</i>
Be reliable and have good timekeeping	<i>Essential</i>
Have a sense of humour and enjoy working with a wide range of people.	<i>Essential</i>

The post holder will also be required to undertake an enhanced disclosure under the Disclosure and Barring Service.

Outward Bound's Core Values:

A belief that we all have undiscovered potential. We aim to create moments when everyone can see and believe in themselves as never before and to translate such moments into lessons for everyday life

A belief in the power and intensity of learning through adventure - as a means of bringing out the best in people.

A deep appreciation of the balance between risk, reward and responsibility. We want people to have intense experiences with real consequences and powerful, positive and memorable outcomes

A spirit of respect and compassion. We aim to stretch people both physically and mentally. In doing so we act with care, concern and generosity towards people and the natural environment

A belief that everyone has the right to feel valued, welcomed and encouraged to be themselves. At the heart of this is a recognition that everyone benefits from a variety of experiences, ideas and perspectives. A strong organisation is diverse and inclusive.

The Way We Work Together at The Trust

The Outward Bound Trust is a charity with over 300 skilled and talented employees who work together collaboratively in a variety of situations. To be effective we need to trust and value each individual to do their best to achieve our overall aims to develop young people. To achieve this staff across the organisation have developed "The Way We Work Together at The Trust". This, we believe, is the way that we should work together within The Trust. This is the culture that we want all employees – from the CEO to the rawest new recruit – to play their part in developing:

1. We are proud to work for The Outward Bound Trust. It is our responsibility to come to work each day determined to make it even better.
2. We are a small organisation with some very talented and deeply committed staff. Although line-management responsibilities and areas of ultimate responsibility are clear, we aim to be as non-hierarchical as possible. Constructive advice, comment or guidance from anyone to anyone is more than welcome.
3. We trust one another to do the jobs we have been recruited, trained and developed to do. Each of us taking personal responsibility lies at the heart of a great team performance. No-one should need or want to be micro-managed.
4. Everyone can be a leader because everyone is encouraged to use their "process authority" to influence what is happening within The Trust. Giving and receiving feedback, clarifying purpose and outcomes, actively listening, providing constructive suggestions are all examples of process authority and this can be exercised by any one of us at any time.
5. We should all look for ways to praise each other for the many things that we do well. In doing so we also earn the right to confront behaviour or performance which is unacceptable or which saps energy from the organisation.
6. The more effectively we communicate with each other, the better things will be.



Salary and Benefits

Basic starting salary £25,790 to £34,541

- Annual Leave of 24 days increasing by one day each year to a maximum of 30 days, plus bank holidays.
 - Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline.
 - 8 weeks' sick pay at full salary in any 12 months
 - Long-term Disability Insurance: 2/3 salary less state incapacity benefit after 6 months' absence for up to 5 years, covered from start date
 - Personal Accident Insurance while at work or commuting
 - Employee assistance programme Unum: In the form of an app, with easy access to medical and mental health support. Ranging from instant GPs appointments to physio or counselling services.
 - Health Cash Plan with Medicash : a taxable benefit.
 - Pension Scheme (currently Standard Life): Auto-enrolment of all staff after 3 months service.
 - Berghaus uniform items provided. Also, opportunity to purchase Berghaus products at discount
- Discounted course fees for family members to attend Outward Bound Trust courses (after 12 months service).

Probation Period

There is a 3-month probationary period from the employee's start date.

How to Apply

To apply for this job please send a covering letter of not more than 2 sides of A4, explaining your fit to the job description and the person specification, together with an up to date CV by **Monday 27th March 2023** to: Tara King, Centre Administrator, email: tara.king@outwardbound.org.uk

Interviews will be held at the Ullswater Centre on Monday 3rd April 2023.

If you have any queries regarding the information supplied or the recruitment process please contact, Tara, either by email as above or telephone: 017684 85000.