

## **JOB DESCRIPTION**

**Mountain Training Trust**

### **POST DETAILS**

Job Title: **Instructor Team - Administration Manager**

Directly Responsible To: Chief Instructor

Directly Responsible For: Providing exceptional administrative support to enable the instructional team to operate a programme of activity with maximum efficiency and effectiveness.

Hours of Duty: 36 hours a week with a need to work outside of normal office hours

### **PRIMARY PURPOSE AND SCOPE OF JOB:**

The post holder plays a pivotal role in coordinating and providing administrative and project management support for the Instructional team ensuring that Plas y Brenin provides inspirational leadership and training. They will have responsibility for coordinating logistical and administrative requirements, being proactive and solutions-driven to ensure the support provided to the instructional team is second to none. This is a wide-ranging role, with the post holder's remit covering everything from instructor deployment to checking candidates course pre-requisites and producing insight to assist with reporting. They will play an essential role in the day to day management of the Plas y Brenin course delivery.

### **WORKING RELATIONSHIPS**

They will work closely with the Chief Instructor and Senior Instructor team. They are required to work closely with the other members of the senior management team, booking and marketing teams

### **MAIN AREAS OF RESPONSIBILITIES:**

1. Assist the Chief Instructor with the development and management of the instructional team and its related activities. A key responsibility is ensuring we are recognised as the 'gold standard' provider in training, developing and assessing leaders, coaches and instructors in mountain sports as well as helping to nurture skills and confidence for independent adventures.
2. To support the Chief Instructor and Instructional team with project management, administrative support and coordination.
3. To ensure staffing levels are appropriate for each activity at all times.
4. To ensure Instructor rotas are produced and communicated to in a timely manner. This will require a strategic approach to long term programming of Instructional team.
5. Responsible for tracking and recording deployment of Instructional staff. To maintain awareness of financial performance of Instructor department, monitoring spend against budget to ensure efficient and most effective use of staff.

6. To provide administrative and logistical support for away course programmes. This would include supporting the arrangement of accommodation, travel and logistics to ensure we conduct business in the most cost-effective manner.
7. To manage annual leave requests of staff and maintain accurate records of leave, sickness taken. This will include monitoring trends and compiling reports for SMT meetings and MTT committees
8. To ensure the centre is compliant with all standards required to maintain NGB centre status by maintaining staff training records, accreditations and course director approvals.
9. To support the Chief Instructor in preparing for inspections and ensuring centre compliance with national governing body standards.
10. To maintain accurate records of training, development and instructor deployment to help inform reports and individual appraisals
11. To manage and collate confidential information relating to customers and staff.
12. To collate key performance indicators relating to courses to assist the management team in programme development. This will require the need to work closely with other departments to bring together our internal insights to inform reports that can then be used to improve and develop our course offer.
13. To collate impact evidence for Plas y Brenin course programme to help evidence the reach and influence of the National Centre.
14. Contribute to the preparation of papers for the MTT board and its committees, Sport England and others on request from the Chief Instructor.
15. To attend meetings and coordinate & collate agendas, minutes and actions for Instructor meetings
16. To attend meetings and coordinate agendas, minutes and actions for MTT Independent Safety group
17. To coordinate and collate reports for quality assurance program through liaison with Chief Instructor and Senior Instructor team as required.
18. To fulfil other duties commensurate with the level and nature of the post.

#### **General responsibilities:**

- Ensure the Company's commitment to equal opportunities and promote non-discriminatory practices in all aspects of work undertaken.
- Remain flexible and adaptable to any additional demand as it is confirmed and be available to work different hours including weekends / evenings as required.
- Be prepared to travel to areas beyond North Wales as required to attend meetings and support Instructional delivery
- Continually review own performance and development needs in conjunction with the Chief Instructor, jointly setting targets for change and continuous improvement to enhance performance and personal effectiveness. This may include a requirement to undertake additional training and / or personal development.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with financial regulations of the company, and to ensure that all work functions are undertaken in accordance with health and safety legislation,

codes of practice and the company's policies and procedures as specified in the staff handbook.

## **Person Specification**

### **Key Knowledge, Experience, Abilities and Skills**

Experience of working with staff rotas, with ability to efficiently and strategically plan and monitor instructor deployment, using a range of software to produce regular reports tracking utilisation against contracted days and activities (contact, development, office, staff training etc).	Essential
Excellent IT skills and proven ability to produce high quality information	Essential
Ability to use IT to share information with staff to ensure they are informed in a timely manner of hours of work and course and client requirements	Essential
Skilled at writing succinct internal reports / minutes, often to tight deadlines.	Essential
Strong administrative, financial management and project management skills.	Desirable
Excellent organisational skills with the ability to coordinate work projects and activities.	Essential
Ability to meet deadlines and work calmly under pressure.	Essential
Ability to handle confidential information with sensitivity in a highly professional manner.	Essential
Ability to plan, do, measure, review and assess the impact of a programme of activity.	Desirable
To check candidate pre-requisites in advance of course attendance.	Essential
Customer focussed approach to support services.	Essential
Experience of working within in a large team and supporting colleagues across a wide range of roles.	Essential
Skilful at developing strong internal and external relationships.	Essential

## Personal Qualities and Behaviours

Able to work strategically without close supervision whilst being a key and supportive member of the Instructor Team.	Essential
Able to take responsibility for the day-to-day management of their work programme and troubleshoot where required.	Essential
Ability to assist in the creation of a teamwork atmosphere and willingness to take account of diverse views, while accepting responsibility for decisions.	Essential
Commitment to delivery of excellence in all areas of work.	Essential
A creative thinker, who is prepared to seek new ways and approaches to deliver outcomes.	Essential
Ability to embrace and develop new ways of working using technological approaches to establish efficiency.	Essential
Open to being challenged and responding positively to ensure the business strives for continuous improvement.	Essential
Able to manage a diverse work programme and is prepared to prioritise and work flexibly to meet deadlines.	Essential
A committed and loyal individual, with a high determination to succeed.	Essential
Excellent interpersonal skills, able to direct and motivate staff to deliver work to the highest standards.	Essential
Commitment to respond positively to work requests.	Essential
Sets an example by living the organisation's values and acting at all times with integrity, professionalism and to the highest standards.	Essential

Excellent communication skills - communicates effectively, clearly and confidently in written, verbal and electronic forms.

Essential