Job Description

# Job Title: Deputy Head of Centre – Grafham Water Centre and Burwell House

## POSCODE: CCC0371

## Grade: P2

# Overall Purpose of the Job

The Deputy Head of Centre (x2) will support the strategic direction and operational leadership of both Grafham Water Centre and Burwell House. This role ensures the sustainable delivery of high-quality, safe, and effective outdoor and residential learning opportunities. The Deputy will work closely with the Head of Centres to lead staff, develop programmes, and enhance outcomes for children, young people, and families through engaging educational experiences.

# Main Accountabilities

## Leadership and Management

* Lead the Facilities, Hospitality, and Programme teams at Grafham Water Centre and Burwell House.
* Undertake full line management responsibilities including recruitment, professional development, and performance management.
* Deputise for the Head of Centre, taking full operational and strategic responsibility in their absence across both sites.

## Educational Programme Development

* Provide strategic leadership for outdoor and residential learning programmes aligned with national education initiatives and the National Curriculum.
* Ensure programmes are inclusive, varied, and support the development of healthy, confident, and resilient young people.
* Coordinate and evaluate course content to ensure high standards and customer satisfaction at both centres.
* Develop a strategic plan for training and development for all centre staff which leads to strong outcomes for all teams.

## Health, Safety, and Safeguarding

* Lead the implementation and monitoring of Health and Safety policies, ensuring compliance with statutory requirements and national standards (e.g., AHOEC Gold, AALA, LoTC, Adventure Mark, RYA).
* Act as a technical advisor in at least one adventurous activity, ensuring safety procedures reflect current best practices.
* Take the lead on safeguarding, act as DSL, ensure staff are trained and incidents are managed appropriately.

## Strategic Planning and Development

* Assist in the development and implementation of long-term strategic plans for both centres.
* Design and manage innovative property and resource development projects.
* Seek funding opportunities and manage stakeholder relationships to support centre growth and sustainability.

## Quality Assurance and Evaluation

* Monitor and evaluate the quality of educational delivery and operational services.
* Design and implement data collection methods to quantify the social value of outdoor learning.
* Lead the Health and Safety Committee to uphold high operational standards.

## Business Development and Marketing

* Develop and implement strategies for income generation and cost efficiency.
* Promote both centres through high-quality communication and partnership development.
* Manage external contracts and partnerships to ensure value and service quality.

## Operational Oversight

* Act as Duty Manager on a rota basis, ensuring site-wide operations run smoothly and safely.
* Be on-call for emergencies and critical incidents, ensuring swift and effective responses.
* Strategically manage staff accommodation to ensure rental agreements meet legal requirements and resources are fit for purpose.

## Equality, Diversity, and Inclusion

* Demonstrate a strong commitment to equality, diversity, and inclusion in all aspects of the role.

**Safeguarding commitment**

* CCC is committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

# Person Specification

## Qualifications

* Degree in Outdoor Learning, Recreation Management, Sport Development, Teaching, or Youth Work (Essential)
* High-level outdoor activity qualification and ability to be technical advisor status in at least one activity (Essential)
* First Aid Certificate (Essential)
* Driving Licence (Essential)
* Business/Finance/HR qualification or training (Essential)
* Level 2 Food Hygiene (Desirable)

## Knowledge and Skills

* In-depth understanding of the value of outdoor learning and national education policy (Essential)
* Strong knowledge of Health and Safety legislation and safeguarding practices (Essential)
* Excellent communication, leadership, and decision-making skills (Essential)
* Proficient in IT systems, including Microsoft Office, CRM and social media (Essential)
* Strategic planning, project management, and budget management skills (Essential)

## Experience

* Extensive experience managing outdoor and residential learning programmes and leading teams (Essential)
* Proven track record in strategic planning and implementing change (Essential)
* Experience managing educational visits and residential trips (Essential)
* Experience in partnership development and stakeholder engagement (Essential)
* Knowledge and experience of project management techniques (Essential)

# Disclosure Level

Enhanced with barred list checks

# Work Type

Flexible across two sites

In person