

Job Description for

Centre Manager, Oxford Sail Training Trust

Job Title: Centre Manager
Reporting to: Board of Trustees
Contract: Full Time, Monday to Friday, and occasional weekends and bank holidays. 40 Hours per week

About Oxford Sail Training Trust

Oxford Sail Training Trust (**OSTT**) is a charitable organisation dedicated to providing accessible sailing and other water sports opportunities for young people and the wider community. Through the delivery of training, education and recreational programmes at its Farmoor Reservoir-based centre (**the Centre**), OSTT promotes personal development, teamwork, confidence and a lifelong appreciation of water sports.

The Role

The Centre Manager leads the Centre's operations on a day-to-day basis, and is responsible for ensuring all water sports activities delivered by the Centre are safe and conform to relevant legislation, governing body regulations and OSTT's policies.

The Centre Manager is expected to manage the Centre's operations on a financially sustainable basis and maintain high standards of customer service, safeguarding, instruction and volunteer engagement.

The Centre Manager is required to work closely with the Trustees, staff (a close working relationship with the Chief Instructor will be particularly important), instructors, volunteers, member schools and community groups, as well as sponsors and partner organisations, to further OSTT's charitable aims and ambitions.

KEY RESPONSIBILITIES

1. Financial Management

- i. Responsibly manage the day-to-day income and expenditure of the Centre, in accordance with the annual budget and the financial controls instituted by the Trustees.
- ii. Prepare and disseminate financial information to the Trustees on a monthly basis and/or when specifically requested to do so.
- iii. Assist the Trustees in the preparation of the annual budget.
- iv. Ensure income opportunities (including course bookings, partnerships and fundraising activities) are optimised.

2. Strategic Development

- i. Contribute to the development and delivery of OSTT's charitable aims and objectives, as well as OSTT's business strategy.
- ii. Contribute to the identification of opportunities for profitable growth, partner and sponsor development, as well as funding raising.
- iii. Working with the Trustees, contribute to grant applications, fundraising activities, and impact reporting.

3. Operations Management

- i. Day-to-day operational management of the Centre, its facilities and assets.
- ii. Ensuring all activities are delivered safely in conformance with relevant legislation, governing body regulations and OSTT's policies in conjunction with the Chief Instructor.
- iii. Developing and maintaining effective operating procedures, safety management systems and risk management processes.
- iv. Developing and maintaining effective facility management and planned maintenance programmes to ensure the Centre's equipment and infrastructure remains safe and fit for purpose.

4. Product Delivery

- i. Plan, coordinate and oversee all water sports training courses, programmes and events.
- ii. Ensure all water sports training courses, programmes and events meet the needs of individual participants, member schools, youth groups and community organisations.
- iii. Monitor and review the quality of all water sports training courses, programmes and events to ensure high standards of participant experience.

5. Employee, Instructor and Volunteer Management

- i. Foster a safe, positive, inclusive and collaborative working culture at the Centre.
- ii. Recruit, train, supervise and support employees, freelance instructors and OSTT volunteers.
- iii. Manage the performance, professional development and workforce planning of employees.
- iv. Ensure appropriate qualifications and certifications are held and maintained by employees, freelance instructors and volunteers, where required.

6. Governance and Compliance

- i. Maintain accurate records and reporting systems.
- ii. Ensure compliance with health and safety legislation, safeguarding regulations and governing body standards and requirements.
- iii. Support the Trustees through the provision of operational updates and recommendations.
- iv. Provide leadership in safeguarding and promoting a culture of safety and wellbeing.

7. Stakeholder Engagement

- i. Develop and maintain strong working relationships with member schools, other schools, community groups, Landlords (Thames Water plc), Oxford Sailability, Oxford Sailing Club, partner organisations and sponsors.

- ii. Act at all times as an ambassador for OSTT within the local community and water sports sector.
- iii. Promote OSTT's activities through merchandising, advertising, communications and public engagement initiatives.

PERSON SPECIFICATION (including but not limited to)

1. Essential and proven experience and skills

- i. Experience in operational and/or administrative centre management.
- ii. Leadership experience and people management skills.
- iii. Experience in managing budgets and delivering positive financial performance.
- iv. Organisational, communication and problem-solving abilities.
- v. Knowledge and experience of health and safety, safeguarding and risk management.
- vi. Ability to work both independently and collaboratively with a wide range of stakeholders.

2. Desirable experience and skills

- A history of involvement in sailing, other water sports, outdoor education and/or the charity sector.
- Relevant sailing or water sports qualifications.
- Volunteer management.
- Fundraising, grant management and partnership development.
- Royal Yachting Association (RYA) standards and training programmes.

3. Key Attributes

- i. Commitment to the values and objectives of a charitable organisation.
- ii. Passionate about increasing access to water sports and outdoor learning.
- iii. Strong customer focus.
- iv. Proactiveness and adaptability.

- v. High levels of integrity and professionalism.
- vi. Commitment to equality, diversity, inclusion and safeguarding.

MEASURES OF SUCCESS

OSTT considers a successful Centre Manager should be able to demonstrate annually:

- i. Safe and effective operation of the Centre.
- ii. Growth in participation and community engagement.
- iii. Positive and sustainable financial performance.
- iv. High levels of customer, employee, volunteer and stakeholder satisfaction.
- v. Compliance with all relevant legal, regulatory and governance requirements.