

## Position Description

<b>Job Title:</b>	General al Manager of Outdoor Education Victoria
<b>Directorate:</b>	Outdoor Education
<b>Entity:</b>	Victoria
<b>Reporting to:</b>	Executive Director Outdoor Education
<b>Key Stakeholders:</b>	Outdoor Education Heads Clients
<b>Number of Direct Reports:</b>	2
<b>Location:</b>	Burwood
<b>Date Prepared:</b>	09/01/2021
<b>Approved by Executive Director</b>	

### Company Information

The Outdoor Education Group (OEG) is a for-purpose organisation, seeking to make learning outdoors accessible to all young Australians. We help young Australians realise their personal best by creating experiences in the outdoors to grow their sense of self and the core skills that will help them navigate their future. We help students grow; we help schools perform. We help parents enjoy more mature, independent children, helping young people become real world ready. From providing industry-leading pre-set courses to fully tailored, curriculum-integrated programs, we connect with schools across the country to bring education outdoors.

Founded in Victoria in 1984, we employ 400+ diversely talented and experienced staff. To date, we've educated and cared for over a million students (and counting). OEG is part of a big and brilliant country, and our national presence provides extraordinary experiences for students in some of the world's most diverse and beautiful natural environments. We need your help to deliver these experiences and impact these young Australians to help them become real world ready.

OEG delivers exceptional Outdoor Education programs Nationally, with our Victorian operation the largest entity in our stable by turnover, client contacts and staffing profile. The Victorian delivery team is made up of a diverse team of over 150. As General Manager of Outdoor Education Victoria you will be joining the senior leadership team alongside colleagues with world class skills and experience.

### Your opportunity

Working in this senior leadership role you will lead the Victorian Outdoor Education team to provide exemplary outdoor education to over 12,000 students a year, in diverse locations across Victoria. This is a lead role in outdoor education in one of the world's largest providers. You will provide inspirational leadership to the Victorian delivery and operations team, as well as the broader organisation.

OEG is a vibrant, ever-changing, innovative organisation. After the challenges presented last year through the pandemic, OEG is at a significant turning point as an organisation. This shift has created the opportunity for a General Manager of Victoria to steer the Victorian operation towards our strategic intent. To achieve this, you will lead two senior staff as direct reports: Head of Clients & Delivery and Head of Operations & Logistics. Working as a team, it is expected that together you will transform the quality, efficiency, and effectiveness of OEG in Victoria.

This leadership role requires you to build a planning and delivery team that will balance excellence in all aspects of on the ground program delivery. While responding to client demands and expectations to deliver sustainable business outcomes. Your primary attention will be focussed on ensuring Victorian operations achieve the expected business outcomes.

You will ensure that all our programs are delivered to the highest standards of consistency and quality, meeting the needs of students, schools and staff. You will ensure that all programs are delivered efficiently and profitably with an overview of risk management. A key measurement of success will be the retention of our clients.

You will manage and be accountable for cost control without quality compromise in outdoor delivery. This will require a detailed focus on workforce management, effective and efficient program design and delivery and management of resources to enhance sustainability.

Prior experience in a senior management role, while understanding the need to be in the detail of all functions is critical to the success of this role and contribution to the organisation. You will provide senior level strategic advice and support process change to achieve an environment of continuous improvement. We expect you to implement initiatives and strategies to drive cultural alignment, employee engagement and improved client experience whilst improving efficiency and accountability for outcomes.

## OEG Core Values

<p><b>Be pioneering.</b> We chart new ground by placing the outcome at the centre.</p>	<ul style="list-style-type: none"> <li>• Stay in tune with delivery in the field to ensure OEG and client outcome expectations are met</li> <li>• Champion change and lead the team in provision of contemporary sector leading programs</li> <li>• Seek out and implement improvements to increase efficiencies in all aspects of program delivery</li> </ul>
<p><b>Navigate the journey.</b> We are rigorous in our preparation and execution.</p>	<ul style="list-style-type: none"> <li>• Apply precise attention to detail and monitor your team</li> <li>• Excellent planning and preparation to minimise program variation post contract</li> <li>• Onboard the team with the product and program model to include a range of categories from signature (packaged) to fully bespoke</li> </ul>
<p><b>Guide towards exceptional impact.</b> We empower each other and our customers through our powerful connection to the outdoors.</p>	<ul style="list-style-type: none"> <li>• Embed experiential learning as the primary program teaching/learning framework</li> <li>• Increase the focus on program impact through solidifying staff familiarity with venues and programs rather than seeking new and novel locations</li> </ul>
<p><b>Amplify the extraordinary.</b> Together we focus on the positive difference we make for the future.</p>	<ul style="list-style-type: none"> <li>• Lead innovation to increase access to our programs to a broader client mix</li> <li>• Champion the work of OEG and the value of Outdoor Education internally and externally</li> </ul>
<p><b>Key Accountabilities</b></p>	
<p>Finance/business</p>	<ul style="list-style-type: none"> <li>▪ Be involved in budget planning and monitoring pertaining to program development and delivery</li> <li>▪ Identify and implement business improvements to improve efficiency</li> <li>▪ Monitor and control program costs to meet budget</li> <li>▪ Instigate changes to the program delivery model to increase business viability</li> <li>▪ Ensure program change is minimised to ensure program margins are maintained</li> </ul>
<p>Program Delivery</p>	<ul style="list-style-type: none"> <li>▪ Program delivery meets all internal and external compliance and quality benchmarks</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Program design model, deliverables and method are documented, understood and applied in the field</li> <li>▪ Ensure program outcomes are central to our delivery, are mutually agreed with clients and delivered upon</li> <li>▪ Field risks are mitigated and managed as required</li> <li>▪ Support the design and delivery of programs to a more diverse client mix</li> </ul>
Client Relationships	<ul style="list-style-type: none"> <li>▪ All aspects of the client interface are managed effectively and efficiently including: <ul style="list-style-type: none"> <li>○ Maintaining strong working relationships with all our clients to maintain 90% return rate year on year</li> <li>○ Developing and grow an “end to end” quality service experience for our clients</li> <li>○ Managing client expectations to optimize the outcome for both OEG and the client</li> </ul> </li> </ul>
Staff	<ul style="list-style-type: none"> <li>▪ Establish an integrated team-based approach across Outdoor Education Victoria</li> <li>▪ Forecast, roster and manage our outdoor education and resources workforce to budget</li> <li>▪ Lead the field team in delivering excellent internal training for staff</li> <li>▪ Ensure clear processes are in place for staff to develop and thrive in our organisation</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>▪ Ensure compliance with all relevant legislation</li> <li>▪ Ensure active compliance with our Enterprise Agreement</li> </ul>
Wellness Health & Safety	<ul style="list-style-type: none"> <li>▪ Lead and role model the following safe work procedures and instructions</li> <li>▪ Lead the compliance with WHS legislation</li> <li>▪ Adopt work practices that support the Wellness program</li> <li>▪ Take reasonable care for your own health and safety and the health and safety of other people who may be affected by your conduct</li> <li>▪ Seek and provide health and safety guidance for all new or modified work procedures</li> <li>▪ Ensure that any hazardous conditions, near misses and injuries are reported immediately</li> <li>▪ Lead and participate in meetings, training and other health, safety and environment activities, as required</li> <li>▪ Not willfully place at risk the health or safety of any person in the workplace</li> <li>▪ Not willfully or recklessly interfere with or misuse or allow or instruct any person to interfere with or misuse anything provided in the interest of health and safety.</li> </ul>
Strategic Growth and Development	<ul style="list-style-type: none"> <li>▪ Lead and support the strategic aims of the organization</li> </ul>

Change Management	<ul style="list-style-type: none"> <li>▪ Facilitate, lead and support change management initiatives, including project planning, communications and strategies</li> </ul>
Individual Development	<ul style="list-style-type: none"> <li>▪ Drive your own individual development to continuously build your knowledge, skills, and abilities and establish objectives that support both OEG's and your needs and goals</li> <li>▪ Proactively lead and drive your own development with your direct leader</li> </ul>
People and Performance Management	<ul style="list-style-type: none"> <li>▪ Identify and respond to HR issues in your team</li> <li>▪ Identify and guide improvements in people management practices with the People and Culture team</li> <li>▪ Build capability in performance leadership by modelling in your interactions</li> <li>▪ Coach and support your teams to improve performance, manage disciplinary issues and grievances</li> <li>▪ Ensure sound performance management processes</li> </ul>
Policies and Procedures	<ul style="list-style-type: none"> <li>▪ Contribute to the development, review and monitoring of Outdoor Education policies and procedures to ensure they are relevant and up to date and effective and reflect OEG's values.</li> </ul>
<b>Skills and Experience</b>	
<ul style="list-style-type: none"> <li>• Demonstrated extensive (8 - 10yrs +) experience in developing and delivering exceptional Outdoor Education programs in a journey-based context</li> </ul>	
<ul style="list-style-type: none"> <li>• Demonstrated ability to provide inspirational leadership to a team of outdoor professional</li> </ul>	
<ul style="list-style-type: none"> <li>• Strong business acumen leading to achieving sustainable business outcomes</li> </ul>	
<ul style="list-style-type: none"> <li>• Demonstrated communication skills, both interpersonal and written and the ability to provide high level customer service to a diverse business.</li> </ul>	
<ul style="list-style-type: none"> <li>• A collaborative working style, ability to work as part of a team and demonstrate a proactive approach to engaging internal and external stakeholders</li> </ul>	
<ul style="list-style-type: none"> <li>• Displays flexibility and responsiveness and has the initiative, attitude and ability to thrive within a dynamic, challenging and changing environment</li> </ul>	
<b>Competencies</b>	
Business Management	<ul style="list-style-type: none"> <li>▪ Financially literate and able to set program and global budgets</li> <li>▪ Performance monitoring and cost control</li> <li>▪ Report interpretation and data analysis</li> <li>▪ Review performance and forecasts and intervene as required</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>▪ Actively promotes teamwork to obtain common goals while encouraging individual contributions</li> <li>▪ Willingness to share information</li> <li>▪ Able to work through conflict</li> <li>▪ Willingness to take responsibility for team actions</li> </ul>
Communication	<ul style="list-style-type: none"> <li>▪ Communicates effectively with stakeholders</li> <li>▪ Ensures stakeholders have the information they need to make decisions</li> <li>▪ Clearly states what is expected from others</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Clearly expresses thoughts and ideas</li> <li>▪ Maintains a constant flow of information</li> </ul>
Decision Quality	<ul style="list-style-type: none"> <li>▪ Makes good decisions</li> <li>▪ Most solutions and suggestions turn out to be correct &amp; accurate when judged over time</li> <li>▪ Sought out for advice and solutions</li> <li>▪ Seeks various data points to inform business decisions</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>▪ Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>▪ Is resourceful when looking for ways to resolve an issue or source relevant data to understand the problem</li> <li>▪ Able to identify root causes</li> </ul>
Time Management	<ul style="list-style-type: none"> <li>▪ Manages own time effectively</li> <li>▪ Plans, organises and controls multiple responsibilities and resources to achieve objectives</li> <li>▪ Develops and is accountable for work plan, and ensures that assigned tasks and responsibilities are accomplished in a timely, cost-effective manner</li> </ul>
Learning agility	<ul style="list-style-type: none"> <li>▪ Able to use previous experience to guide advice/action for new situations</li> <li>▪ Open to change</li> <li>▪ Strong curiosity and desire to learn</li> <li>▪ Willing to experiment and try different ways to find solutions</li> </ul>
Key Performance Indicators 3- 6 Measurable	
To be agreed with staff member	<ul style="list-style-type: none"> <li>▪ Retention of Clients</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Labour Cost control to budget</li> <li>▪ Employee Satisfaction and Engagement</li> </ul>
<b>Qualifications</b>	
Tertiary qualified in Outdoor Education, Education or a relevant discipline.	