

Job description - Recreation manager - Wyre Forest (PB50ps)

Job summary

This role will lead the recreation team and guide third party delivery at the visitor sites; ensuring that visitor safety is maintained, a quality service is delivered and Forest Centre budgets are closely managed, in line with national policies and procedures. The role involves working regular weekends, bank holidays and school holidays when most of our visitors come to the forest.

Key responsibilities & accountabilities

Evolve our operational delivery

- develop sustainable and financially sound business plans for the recreation cost centers
- ensure we provide safe and welcome visitor facilities by championing health and safety, and leading and setting of standards through tools such as risk assessments, equality impact assessments and schedules of facility and trail inspections
- analyse visitor survey data to help inform and improve our offer
- manage and develop volunteering opportunities where we can effectively support them and where it delivers outcomes that result in mutual benefit

Provide everyone with a clear purpose and equip them to do their jobs

- lead the recreation hub team, providing effective line management through regular 1-1s and performance reviews
- coach, mentor and develop team members
- undertake any recruitments as necessary

Embed a safety-first culture in our teams

- monitor Airsweb (incident reporting system) usage and trends, investigate reports and share lessons learnt
- ensure Peoplesafe (lone working system) is used correctly by the team
- use resumptions system to ensure staff are using and carrying out PPE and safety kit checks, reviewing risk assessments and following policy, procedure and guidance

Use internal communications channels to inform the whole team on where the business is

- organise regular ranger team meetings/huddles to share information and best practice
- attend and contribute to other team meetings as required
- play an active role in the district Recreation Managers meetings

Provide a built estate that is fit for purpose for all users

- liaise with the Estates Development team to ensure timely delivery of scheduled works and address any reactive works required, feed into longer term development plans

- carry out regular audits on facility and trail inspections
- undertake the role of Building Manager for the recreation buildings
- act as project manager for site developments/investment projects

Increase our value for money and maximise opportunities to increase income

- procure goods and services in line with Forestry England guidance
- manage multiple service contracts, undertaking monthly monitoring
- monitor and audit car parking income at the visitor sites, undertake a price optimisation review annually

Intelligent use of collaborative planning to improve financial management of the business

- manage the Forest Centre budgets, reporting variances or discrepancies monthly
- review the long-term financial model annually, setting realistic income targets and delivering best value for money through expenditure
- phase budgets to ensure accurate forecasting through the financial year

Together with site partners we will develop our commercial recreation products and other partnerships

- lead on stakeholder delivery, ensuring good working relationships are maintained through formal meetings and regular informal communications
- liaise with the Recreation Operations Manager, Estates team and Commercial Services on site partner tender exercises, to include the writing of Management Regulations and Key Performance Indicators
- liaise with the WEFD Active Forests team to facilitate and promote delivery of events and activities - feed into hub site permissions consultations

And any other tasks, reasonably requested by your line manager.

Skills, knowledge & experience

Essential professional and technical experience

- experience of recreation management with an emphasis on safety, efficiency, and excellent customer service
- experience of managing staff or volunteers
- good understanding of contract management requirements
- excellent written and verbal communication skills for liaison with internal and external personnel
- competent use of all MS Office applications
- a full UK driving license

Desirable professional and technical experience

- understanding of budgetary control and reporting
- proven ability to manage competing demands and prioritise workloads
- project management experience
- experience of mapping tools such as Forester web

Qualifications

Essential

- a degree/HND and/or a significant level of experience in recreation management (such as leisure, tourism, visitor centre/countryside management, public access or outdoor recreation management)

