

## Job Description

<b>Title</b>	Operations Team Leader
<b>Based at</b>	Y Wainui Park
<b>Reports to</b>	Chief Instructor (CI), Wainui Park Supervisor
<b>Direct Reports</b>	Instructors
<b>Works with - internal</b>	Wainui Park Team Leader and Instructors Wainui Park Maintenance and Housekeeping staff Adventure Centre and APOEC Supervisors Health & Safety Officer Outdoors Manager Other Y staff
<b>Works with - external</b>	General public Schools Community groups Corporate groups Other outdoor education providers Other Ys
<b>Terms of Employment</b>	40 hours per week (fixed term position) Residential live-in role Available to work weekends and school holidays as required
<b>Objective</b>	Making a difference by “investing in the next generation”
<b>Job Purpose</b>	The primary role of the Operations Team Leader is the delivery of the outdoor programme at Wainui Park. In addition, the Team Leader is to be a role model to the Wainui Park Instructors and to assist with the coaching of the team to deliver to our customers a product that reflects the Y’s values and results ultimately in an excellent customer experience. Part of the role is to ensure a high level of health and safety is maintained at all times by assisting to build a strong safety culture. A particular emphasis is on collaborating with the Wainui Park Team Leader and Chief Instructor to ensure that staff are trained, inducted and ‘signed off’ in a variety of outdoor pursuits that Wainui Park delivers. The Team Leaders will be the first point of contact for our operational team and uses great people skills and strong problem-solving skills to produce the best result.

## Overview of Y Wainui Park

Y Wainui Park is a branch of the Y Christchurch – one of 5 core departments. The Y Christchurch is a community organisation that aims to enable individuals and families to develop mentally and spiritually and to enjoy a healthy quality of life.

Wainui Park also undertakes to be an industry leader in best practice – in safety systems & culture, outdoor educational excellence and environmental responsibility. For this to occur the Management and staff of the Centre need to foster a culture of continuous quality evaluation and industry awareness – as this is an area of work where legislation and requirements regarding health & safety are always changing, as are the expectations and needs of the customers.

Wainui Park's primary aim is to provide outdoor education for children & young people, while secondarily the camp provides programmes and services for family and adult groups – both community and corporate. The camp itself is a large property of about 12 hectares, with accommodation for up to 250 people over 3 different areas, providing catering services as well as outdoor programme instruction.

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## Key Tasks

- > Provide leadership of the Outdoor team by running meetings, and giving direction as required by the Chief Instructor
- > Supportive of staff operational development during work and outside of work
- > Complete staff observations and signoffs as directed by the Chief Instructor
- > Lead and/or assist with training as needed in consultation with the Chief Instructor
- > Complete gear checks and inspections regularly – both formal and informal
- > Maintain the gear shed/wind tunnel to a high standard of tidiness including attending to repairs where relevant/required
- > Ensure all gear logs are up to date and accurate
- > Assign and/or work with programme staff to carry out programme equipment maintenance and guide them where necessary
- > Co-lead with the other Team Leader. A leadership role with portfolios – check all portfolios are complete to a high standard and reported to the Chief Instructor
- > Linking groups and assist programme staff with link talks, observe and provide feedback where you can
- > Check-in with instructors in regards to linking to ensure they understand their duties
- > Check-in daily with linkers to make sure they have checked in with the school, taken away rubbish etc

- > Observe programme staff whilst they are in session checking they have their first aid kit, correct equipment and footwear etc and that the participants are in appropriate gear and following correct policy and procedure
- > Ensure instructors and clients are wearing appropriate clothing and properly fitted equipment for all sessions
- > Assist Chief Instructor with the staffing, making sure it matches the programme that has been sent to schools
- > Attend weekly catch up meetings with the leadership team discussing staff engagement, health and safety, school groups and anything else pertinent to do with the staff, gear and site.
- > Attend regular catch up meetings with the other TL to talk about staff engagement, health and safety, school groups and anything else pertinent to do with the staff, gear and site. This can happen at any time at the start or end of the week.
- > Facilitate high-quality programmes to meet the intended learning outcome
- > Role model desired YMCA instructor culture and behaviour
- > Assist CI with regular catch up with instructors and goal setting
- > Complete tasks in a timely manner
- > Deliver high-quality customer service and meet the need of the client
- > Promote the YMCA Wainui Park and other departments
- > Proactive/self-directed learning in own personal development

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## Core Skills required

- > Pro-active and adaptable
- > Efficient time management and organisational skills
- > Team player
- > Excellent communication skills and the ability to relate to people from different backgrounds
- > Effective ways to delegate tasks
- > Excellent customer service skills
- > Excellent communication skills, both written and verbal
- > Ability to work within the principles of the Treaty of Waitangi and YMCA core values
- > An understanding of environmental and sustainability issues as they relate to the Outdoor Education/Accommodation sector
- > An understanding of the New Zealand Outdoor Education/Camping sector
- > An understanding of Tikanga Maori and the principles of Te Tiriti o Waitangi
- > An understanding of Ara Taiohi and The Code of Ethics around Youth Work in Aotearoa
- > Understand the Vulnerable Children's Act and the YMCA's stated objective to be a child-safe organisation.

## Qualifications/Experience

- > 2 years of relevant experience and/or a relevant tertiary qualification: in the area of outdoor recreation/education.
  - > An understanding of the Outdoor sector, outdoor education and outdoor safety management.
  - > Current outdoor first aid certificate (Must provide)
  - > Full driver's license preferred (Due to programming requirements)
  - > Clean police record required
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## Job Pathways

Sidewards: Team Leader (Adventure Centre)

Outwards: Roles within non-outdoor Y depts, or roles at other Ys in NZ

Upwards: Chief Instructor, APOEC Supervisor and Wainui Park Supervisor

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## Y Statement on Child Protection

Y Christchurch is committed to providing a Child Safe environment for all children who come into contact with the Y.

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## Y Statement on Covid-19 Vaccination

The working environment and high-contact nature of all roles within the Y Christchurch are at high risk of being exposed, and exposing others (including high risk persons), to COVID-19. The most effective way to manage this risk is to require all roles at the Y Christchurch be undertaken by persons who are fully vaccinated against COVID-19, as well as other precautionary measures. Therefore, it is a requirement that all prospective employees confirm their vaccine status with Y Christchurch as part of the pre-employment process.

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## Y Statement on Career Development

- > The Y Christchurch tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to.
- > This could be within the department they work in or more broadly to other Y departments or other Ys around New Zealand/the world.
- > Performance reviews which include planning personal development occur at least once a year but should be an ongoing conversation between staff and their direct report.
- > We are in the early days of an evolving on-the-job training qualifications pathway which all staff are welcome to engage with, with the foundation aspects of customer service and health & safety being compulsory for all employees.
- > A leadership development programme for those in leadership roles or with leadership potential is available via application to the CEO, upon invitation.

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**Employee Signature**

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**Date**