



HEAD OF ADMINISTRATION – ESKDALE CENTRE

The Outward Bound Trust – Eskdale, Cumbria

Salary: £25,790 to £34,541 plus benefits

Hours of work: 37.5 hours per week

Reporting to: Head of Centre

Contract: Permanent (subject to successful 3 month probation)

The Outward Bound Trust – Eskdale Centre

We're an educational charity that helps young people defy their limitations, so they become strong, resilient and curious, ready for the challenges of life. Using learning and adventures in the wild, we partner with schools, colleges, employers, and youth groups to teach their young people the most important lesson they could ever learn: to believe in themselves.

Our Eskdale Centre is based in the Western Lake District and is one of six OBT residential Centres across the UK. Eskdale can accommodate 104 young people and works predominantly with Apprentices and Graduates making their first steps into employment. The Centre is ideally located to access high quality adventurous education in the 'wild environments' of the Lake District National Park.

Purpose of the Job

The Head of Administration reports to the Head of Centre and is responsible for providing day to day technical administration plus leadership and management in all aspects of the administrative functions, which includes:

- HR advice and administrative support in line with OBT's HR policies and procedures
- Financial control and procedural management through OBT's software (budget of £2.5M)
- Leading, managing, and supervising the Centre's administration team.
- Being a proactive member of the Centre Leadership Team (CLT)
- Providing administrative support to the Head of Centre

What will you be doing?

Every day is different in Outward Bound, but supporting the Head of Centre through the leadership and management of all Centre administrative related items is the focus of the role. You will enjoy troubleshooting – as the first point of contact within the admin function – you will utilise your creative problem solving skills to support the running of the centre.

You will support all HR related work at the centre with the responsibility for all the administrative workload that exists with a centre team of over 50 staff. Positive working relationships with your CLT colleagues will be important to support them with their management responsibilities.

Financial processes, budgets, invoicing, and management accounts will require high levels of detailed work. You will be confident navigating spreadsheets and have solid ICT experience. Digital transformation is an ongoing theme as we upgrade and transition our systems. As a charity, you will support our sustainability agenda with monthly reporting on financial matters.



Our small Centre admin team (2-3 people), which you will lead and manage, focus on our course administration and staff scheduling.

The role sits within the CLT of the Centre, alongside the Head of Centre, Head of Learning & Adventure, Head of Facilities and Head of Hospitality. This carries its own responsibilities to lead and manage as a coherent team.

You will aid the work of the Head of Centre through supporting the smooth running of the Centre. This could include supporting diary management, agendas for meetings, booking travel and accommodation and other administrative tasks including cover for colleagues within the administrative team.

Person Specification

We are looking for someone who has the following essential criteria:

- GCSEs in English and Maths (4-9 or A-C) or equivalent
- significant administrative experience (across a broad range of administrative roles)
- experience of handling conflicting priorities in a complex and changing environment, taking a flexible approach
- proven experience of financial administration & budget control
- experience and knowledge of HR functions
- Effective written and verbal communication skills
- ability and experience to effectively lead and manage a small team of administrative professionals, including training and appraisals
- skills and experience to provide HR support with confidentiality and discretion being key
- digital confidence including Microsoft Office applications and other IT systems
- ability to problem solve effectively and come up with workable/practical alternatives
- excellent organisational / planning skills, and attention to detail
- proven experience of building and maintaining positive relationships with people within and outside of the organisation
- zest to work in a busy, friendly, and professional environment

It would be an advantage if you also have one or more of the following:

- Experience of working in the Charity or Education Sectors or with young people
- Experience of Microsoft Dynamics
- Level 3 or above in Business Management, Administration, CIPD, Accountancy

Above all, you are friendly and approachable and want to work for a young person charity bringing your experience, knowledge, and skills to the team.

The post holder will also be required to undertake a Disclosure and Barring Service (DBS) check, which Outward Bound will administer.

Salary and Benefits

Salary: £25,790 to £34,541

Benefits:

- Annual Leave of 24 days increasing by one day each year to a maximum of 30 days, plus bank holidays
- Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline.
- 8 weeks' sick pay at full salary in any 12 months
- Long-term Disability Insurance: 2/3 salary less state incapacity benefit after 6 months' absence for up to 5 years, covered from start date
- Personal Accident Insurance while at work or commuting
- Employee assistance programme Unum: In the form of an app, with easy access to medical and mental health support. Ranging from instant GPs appointments to physio or counselling services.
- Health Cash Plan with Medicash: a taxable benefit
- Pension Scheme (currently Standard Life): Auto-enrolment of all staff after 3 months service.
- Berghaus uniform items provided. Also, opportunity to purchase Berghaus products at discount
- Discounted course fees for family members to attend Outward Bound Trust courses (after 12 months service)
- Cycle to Work scheme.

Probation Period

There is a 3-month probationary period from the employee's start date.

How to Apply

To apply for this job please send a covering letter, explaining your fit to the job description and the person specification, together with an up to date CV, by 30 September 2024 to: workforus@outwardbound.org.uk

We will be reviewing applications periodically as they are received and may conduct interviews before the closing date. We reserve the right to close the recruitment process early where suitable candidates are identified and encourage an early application. Formal interviews will be held in October following an initial online screening interview.

If you have any queries regarding the role or the recruitment process, please contact Marc Oakley, Head of Centre by email to book a time for an informal chat marc.oakley@outwardbound.org.uk