St Andrew's College

POSITION DESCRIPTION – OPERATIONS MANAGER CASTLE HILL OUTDOOR EDUCATION CENTRE

POSITION TITLE: Operations Manager Castle Hill Outdoor Education Centre

REPORTS TO: Deputy Principal – Operations and Co-curricular

RESPONSIBLE FOR:

Ensure Castle Hill based Outdoor Education excursions are safe and relevant to school wide aims, curriculum and StAC's Strategic Direction 2026-2030.

Delivery of Outdoor Education Camps at Castle Hill for St Andrew's College.

Delivery of Duke of Edinburgh Adventurous Journeys at Bronze, Silver and Gold levels.

Delivery of other supporting Outdoor Education programmes for both St Andrew's students and external stakeholders as agreed with the Deputy Principal.

Maintain an appropriate on-site presence to provide effective leadership, operational oversight and support. Active involvement in the delivery of the programme is expected, presence should reflect programme complexity, staff experience, environmental conditions, student needs, and the overall level of operational risk.

Work directly with the College Facilities Manager on maintenance and any agreed developments of the Castle Hill mountain lodge and facilities.

Ensure the use of the mountain lodge is maximised throughout the year with both outdoor education programmes and leasing of the facility.

Work with College support administrators to ensure correct details are delivered around the confirmation of bookings, charging/disbursements, leasing and maximising the use of the Castle Hill facilities.

KEY RELATIONSHIPS:

Internal:

- Rector
- Principal of Secondary and Preparatory Schools
- Executive Leadership Team
- Head of Middle and Senior Schools
- Deans & Assistant Deans (Secondary), Team Leaders (Preparatory)
- Head of People and Business
- Head of Development and Community Relations
- Facilities Manager
- Financial Controller
- Head of Communications
- Health and Safety Manager
- Teaching and support staff
- Students

External:

- Activity providers and contractors
- Parents and caregivers

DIRECT REPORTS: All staff operating at Castle Hill or operating Outdoor programmes, including, contractors and teachers.

CORE VALUES OF ST ANDREW'S COLLEGE:
St Andrew's College offers pre-school to Year 13 education which is:

- Independent.
- Co-educational.
- Christian in its ethos, derived from its Presbyterian foundation.
- Scottish in traditions.
- Focused on excellence, the love of learning and encouraging each student's highest personal achievement.
- Caring, supportive and stimulating.
- Attentive in its provision of opportunities for the development of the values and skills necessary to make a positive contribution to local and global communities.
- Able to offer boarding accommodation during the school year from Years 9–13.
- Inspirational and encouraging, by providing the appropriate support for each student to achieve their potential.

Values – principles in all we do.

VALUE	
Truth | Pono	We seek knowledge and act with integrity.
Excellence | Kairangi	We strive for our best.
Faith | Wakapono	We step forward in confidence.
Creativity | Auahatanga	We dare to imagine and make a difference.
Inclusivity | Kanorau	We value diversity and embrace difference so we all belong.

DUTIES / KEY RESPONSIBILITIES:

The below statements are intended to describe the general nature and level of work to be performed within the role. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

Residential component: This position requires the successful applicant to reside in Castle Hill Village when programmes are running. (The arrangements will be confirmed with the employee).

Key Responsibility Areas:

1. Health and Safety
2. Instructor Management - recruitment, appraisal and professional development
3. External Stakeholder Liaison
4. Financial management
5. Management of Outdoor Education Facilities & Equipment
6. Internal Stakeholder Liaison and Camp Administration
7. Delivery of Outdoor Education Programmes across different curricula

Responsibility Area: Health and Safety ***AIM: Health and safety standards meet or exceed industry best practice and legislative requirements across all Castle Hill Outdoor Education Centre operations.***	
Key Tasks	Expected Outcomes
1. Promote a positive health and safety culture through training, reporting, reviews, meetings and staff development. 2. Maintain and regularly review the Castle Hill Safety Management System (SMS). 3. Maintain Adventure Activities Registration and associated compliance requirements. 4. Provide oversight of daily programme operations and risk management decisions. 5. Lead crisis management and emergency responses at Castle Hill and contribute to the St Andrew's College Crisis Management Team when required. 6. Maintain transport safety plans, vehicle operation procedures and agreements with transport providers. 7. Ensure operational plans and safety procedures are regularly reviewed and implemented. 8. Oversee lodge hygiene, food safety and accommodation standards. 9. Participate in the St Andrew's College Health and Safety Committee. 10. Report on health and safety matters and performance to the Health and Safety Manager, Committee and College Executive as required. 11. Monitor changes to legislation, regulations and outdoor industry standards. 12. Provide risk management advice and support for high-risk EOTC and outdoor programmes.	• A positive reporting and learning culture is evident among staff. • Staff operate from a fatality prevention mindset and actively contribute to continuous improvement. • Safety systems remain compliant, current and embedded in daily practice. • Staff understand their responsibilities, decision-making authority and escalation procedures. • Programmes are adapted appropriately to environmental conditions, group capability and operational risks. • Students and staff are transported, accommodated and catered for safely. • Emergency situations are managed effectively and professionally. • Health and safety reporting contributes to ongoing programme improvement.

Responsibility Area: Instructor Management, recruitment, appraisal and professional development ***AIM: A capable, well-supported and professionally developed team delivers safe, high-quality outdoor education programmes.***	
Key Tasks	Expected Outcomes
1. Build and maintain a cohesive team of safety-conscious instructors. 2. Provide visible leadership and operational oversight of instructors.	• High-quality applicants are attracted and retained. • A positive team culture is considered when recruiting staff.

3. Recruit, induct and onboard staff in conjunction with Human Resources and the Deputy Principal – Operations and Co-curricular. 4. Facilitate weekly instructor meetings and programme reviews. 5. Develop and implement staff training programmes. 6. Provide instructors with current operational documentation including position descriptions, instructor manuals, operating procedures and safety systems. 7. Conduct regular performance appraisals and mentoring conversations. 8. Develop a professional learning plan which enables new staff and current staff to complete further professional development including upskilling to higher NZOIA qualifications. 9. Develop workforce and succession planning for future programme requirements. 10. Monitor and support instructor wellbeing. 11. Encourage continuous improvement through observation, coaching and feedback. 12. Explore opportunities to provide leadership and team development experiences for College staff.	• Staff are appropriately trained, supervised and supported. • Professional development aligns with programme needs and individual growth. • Regular programme reviews contribute to continuous improvement. • Staff maintain appropriate competencies and qualifications. • Instructors feel valued, empowered and supported in their work. • Staffing levels remain sufficient to support programme delivery and future growth. • Ensure the Castle Hill Outdoor Education Centre maintains and excellent reputation as an employee for instructors, attracting the very best graduates and experiences instructors to the programme. • Strong connections are maintained with training providers, which include a range of opportunities including provider site visits, internships, observations and presentations.

Responsibility Area: Internal Stakeholder Liaison and Camp Organisation ***AIM: Effective communication and administration support safe, well-organised and educationally valuable programmes.***	
Key Tasks	Expected Outcomes
1. Ensure camps are established within College systems in a timely manner. 2. Coordinate administration related to camp planning and delivery. 3. Manage medical, pastoral and consent information in conjunction with relevant school staff. 4. Meet with Deans, Assistant Deans or Team Leaders and those staff attending prior to each programme. 5. Develop support plans for students with identified medical, behavioural or pastoral needs. 6. Ensure attending teaching staff are appropriately briefed, inducted and supported.	• Stakeholders receive accurate and timely information. • Medical, pastoral and behavioural needs are appropriately managed. • Teaching staff are confident in their role and contribute positively to programmes. • Parents have confidence in programme safety and quality. • Programmes are efficiently administered and supported. • Feedback informs ongoing programme enhancement. • Senior leaders remain informed and supportive of programme objectives.

7. Build positive working relationships with staff attending camp. 8. Work alongside Deans and Team Leaders to manage student behaviour and wellbeing. 9. Communicate programme requirements and expectations to staff, students and parents. 10. Present at parent information meetings as required. 11. Seek and review programme feedback. 12. Provide programme reports and student summaries as appropriate.	

Responsibility Area: External Stakeholder Liaison ***AIM: Strong external relationships support programme quality, access, reputation and operational sustainability.***	
Key Tasks	Expected Outcomes
1. Access relationships are built, maintained and protected. 2. Engage with outside providers to assist with the delivery of programmes that best suit the needs of the College. 3. Ensure good relationships with Castle Hill Village neighbours, farmers and other locals in the area. 4. Maintain and develop relationships with tertiary Outdoor Education programmes. 5. Develop collaborative working relationships with training providers and other outdoor education centres to optimise recruitment opportunities. 6. Further develop relationships with iwi, DoC and Police and SAR as appropriate. 7. Engage with Community groups and Associations to positively represent StAC	• Ski field staff, neighbours, farm managers, village residents hold StAC and the StAC programme in positive regard. • Access agreements and arrangements are maintained or improved as much as possible. • MOUs or Provider Agreements are in place where appropriate. • Effective communication with neighbours, farmers and other locals regarding our programmes and intentions. • Represents St Andrew's College at relevant external meetings. • Facilitate tertiary student “observes” as appropriate. • Graduates of tertiary programmes know about and consider Castle Hill as a desired employer. • Castle Hill Outdoor Education Centre is viewed positively by the wider community. • Recruitment and collaboration opportunities are enhanced.

Responsibility Area: Administration and Financial Management ***AIM: The Outdoor Education Centre operates within a sustainable financial framework.***	
Key Tasks	Expected Outcomes
1. Contribute to development of annual budgets and long-term financial planning. 2. Monitor expenditure and manage operational budgets. 3. Coordinate invoicing and programme financial administration.	• Operations remain within approved budgets. • Financial information is accurate and provided on time. • Resources are used effectively and sustainably.

4. Manage purchasing and reimbursement processes. 5. Liaise with schools to ensure programmes meet their needs and that they re-book the following year. 6. Promote appropriate leasing of the Castle Hill Mountain Lodge. Work with key College staff who assist with leasing. 7. Identify and develop other external revenue opportunities alongside key staff within the College. 8. Monitor programme financial performance and provide reporting.	• External revenue contributes to programme sustainability. • Financial risks and opportunities are identified and communicated. • Student disbursements for Castle Hill programmes are well managed.

Responsibility Area: Management of Outdoor Education Facilities & Equipment ***AIM: Facilities and equipment remain safe, functional, well maintained and fit for purpose.***	
Key Tasks	Expected Outcomes
1. Work with the Facilities Manager to develop and implement maintenance plans for the Lodge and access road. 2. Coordinate maintenance contractors and service providers. 3. Maintain equipment inspection, servicing and replacement schedules. 4. Ensure outdoor equipment is fit for purpose and meets programme requirements. 5. Oversee security of facilities and equipment. 6. Monitor facility performance and maintenance needs. 7. Prepare recommendations regarding maintenance priorities and capital improvements. 8. Report on facilities, equipment and infrastructure requirements.	• Facilities are safe, reliable and operational. • Equipment meets safety and programme requirements. • Maintenance issues are identified and addressed proactively. • Assets are protected and maintained for maximum lifespan. • Capital planning supports future operational needs.

Responsibility Area: Delivery of Outdoor Education Programmes across different curricula	
Key Tasks	*Expected Outcomes*
1. Review existing programmes and recommend potential programmes as to the purpose, viability and sustainability. 2. Manage Duke of Edinburgh Adventurous Journey training, practice and final journey opportunities for each level of the award. 3. Implement an environmental community service programme which supports the student community service requirements.	• Report to the Deputy Principal – Head of Operations and Co-curricular fortnightly. Include review and recommendations in annual report. • Provide opportunity for all Year 10 students to complete the Bronze Adventurous Journey. Provide regular training opportunities at Silver and Gold levels and arrange staffing for practice and final journeys and Gold Residential Projects. • Environment community service projects support the Duke of Edinburgh and Senior College Diploma programmes.

4. Opportunities to embed Outdoor Education across a range of curriculum areas is undertaken on a regular basis. 5. The history of Castle Hill/Kura Tawhiti including the significance to Ngai Tahu and the Treaty of Waitangi is incorporated into the programmes. 6. Assist in oversight of the management of additional agreed programmes including the potential and provide expertise and resources as required. 7. Ensure detailed planning of all additional activities. 8. Communicate to staff, students and parents as to the requirements of any additional programme.	• Curriculum subjects make use of Castle Hill Outdoor Education centre to complete field trips. Outdoor Education is incorporated in the junior curriculum before and after camp. • Students are familiar with the history of Castle Hill/Kura Tawhiti and respectful of the significance to Māori tangata whenua • Review planned additional programmes to ensure suitability and desired outcomes are appropriate. Advise staff accordingly and feedback to Deputy Principal as required. • Documentation is evident for any additional programme. • Effective communication processes are in place to ensure staff, students and parents involved in the programmes understand the expectations and requirements.

EDUCATION, EXPERIENCE, SKILLS, QUALIFICATIONS:

1. Excellent communication skills – ability to communicate well verbally and in writing, and able to effectively use technology;
2. IT and database skills, confident in using information technology as a tool to assist teaching and learning, for planning, and for school administration;
3. Passionate about educating young people in the outdoors and a belief in lifelong learning;
4. Experience in leading an outdoor centre or similar role;
5. Relevant industry qualifications (e.g. NZOIA Level 1 and 2, NZRA Guide Awards) across multiple outdoor disciplines including but not limited to Bush, Rock, Alpine, and Raft;
6. Current comprehensive First Aid certification;
7. Proven ability to manage programmes and outdoor activities including risk management components;
8. Outstanding approach to teaching/instructing in the outdoors;
9. Have high expectations of students and effective student management skills.

PERSON SPECIFICATION:

1. Personal qualities of honesty, integrity, enthusiasm and approachability;
2. Leadership along with an ability to work as a member of a team;
3. Staff development and mentoring skills;
4. High levels of relationship building and maintenance;
5. Ability to work calmly and positively in all situations;
6. Judgement and high levels of decision making;
7. Well developed planning, organisational and administration skills;
8. Loyalty and commitment to students and their parents and staff, always interested in the wellbeing of students;
9. Demonstrates a respect for and acceptance of difference in students, parents and staff;
10. Supportive of the strengths of the school, and exercise discretion and confidentiality, supportive of the special character of StAC, and exercise high levels of discretion and confidentiality;
11. Demonstrate a passion and commitment to the vision and values of StAC;
12. Excellent interpersonal and people skills including collaboration, teamwork and negotiation skills;
13. Creativity, initiative and innovation;

14. Committed to striving for continuous improvement and achieving exceptional outcomes;
15. Possesses a strong work ethic, reliable and punctual;
16. Cultivates trust, credibility and honesty;
17. Displays empathy, enthusiasm, commitment and is highly motivated to contribute;
18. Exercises ownership and concern for quality of own work reflected in accuracy and attention to detail, ability to work independently;
19. Is flexible and has an ability to adapt and operate effectively in a challenging and changing environment;
20. High level of personal presentation;
21. Attention to detail.

Reviewed October 2026