**JOB DESCRIPTION**

**Job Title: Head of Centre**

**FSC Grade:** Senior Manager

**Based at**: Kindrogan Field Centre

**Reports to:** Director of Operations

**Responsible for:** The management and performance of the learning location and its staff

**Overall Job Purpose:**

The Head of Centre role is responsible for the learning location in its entirety and will be required to ensure the efficient and effective running of the learning location whilst ensuring that all activities are in line with the FSC 2020 vision. This is an active role and will require the job holder to be able to carry out duties associated with all aspects of running a busy learning location.

# Key Responsibilities:

# Being accountable for the learning location in its entirety, including overall responsibility for the day-to-day operations of the learning location, the management of staff and financial performance.

# Identifying markets and partners to drive forward the business in line with the expectations of FSC, partners and project funders.

# Promoting and supporting marketing to develop the learning location as an accessible and high profile showcase for FSC education activities.

# Forming and maintaining local partnerships, contributing to appropriate local & regional networks and communities and managing projects in line with the needs of the charity.

# Recruiting staff as required by the business and leading the whole staff team, providing support and advice through induction, training & review and delivering on our commitments to be an Investor in People.

# Managing all aspects of the finance of the learning location including income generation, budget control, net budgeting and surplus generation to ensure the generation of a surplus commensurate with its capacity.

# Ensuring the excellent reputation of the learning location for delivering high quality professional, amateur interest, university and school courses is maintained and developed.

# Ensuring that all users of the learning location have a high quality experience, as evaluated through customer feedback and the FSC Internal quality assurance inspections.

# Proactively leading FSC Health & Safety systems for all aspects of the learning location.

# Ensuring the learning location has duty and on-call staff available for all nights that there are students resident on site. The on-call responsibility is typically shared by the Head of Centre and other senior staff and requires that they are within 20 minutes (or exceptionally within 30 minutes) travel time of the learning location. Duty staff are required to be resident at the learning location when on duty and this responsibility is typically shared by a larger team on a weekly basis.

# Managing the development, support & maintenance of education resources.

# Maintaining and improving the learning location’s environmental performance, including external recognition.

**General:**

* Complying with all relevant legislation / FSC Operating Codes of Practice (OCoPs) / FSC Health and Safety Handbook and FSC procedures
* Proactively inspiring and delivering a high standard of customer service and customer care
* Ensuring the highest standards of quality are achieved in all duties carried out
* Working closely with other staff to ensure that appropriate levels of service are maintained during absences and periods of high workload
* Maintaining professional standards at all times in accordance with FSC policies
* Fulfilling your obligations under FSC’s Behaviour Partnership to ensure a happy, productive working environment
* Attending staff meetings as well as FSC internal and external training as required, in order to share best practice and improve team and learning location performance, and participating fully in staff development activities (sometimes this may involve travel to other learning locations with the occasional overnight stay)
* Driving: We have a number of vehicles which you will be asked to drive. To do so, you will need to be 21 years or over, have a full valid driving licence, to have been driving for at least two years, and undertake an internal assessment on commencement in the role

Subject to meeting certain criteria, you may also be required to drive our minibuses. If you do not hold D1 entitlement and have the appropriate driving experience/certification, you may be required to undertake the relevant training upon commencement of the role

* Undertaking any other duties that may reasonably be required to ensure the smooth and efficient running of the learning location

**Key Expectations:**

The expectations of every employee that we regard as essential include:

* A positive and passionate work attitude
* A desire to show pride in all aspects of their work
* A flexible approach with a willingness to adapt to changes
* An ability to work using your own initiative both independently and as a competent, effective team member
* An ability to work under pressure and prioritise work to meet tight deadlines
* Always treating others with courtesy, dignity and respect
* A commitment and contribution to improving FSC’s environmental performance
* A committed and proactive approach to personal development; motivated to learn new skills and overcome new challenges

This job description should be seen as enabling rather than restrictive, and will be subject to regular review.

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