

Active Operations Manager Job Description

Job Title:	Active Operations Manager
Department:	Overseas Operations
Location:	Turkey
Travel Factors:	Frequent visits to all bases and to UK
Reports to:	Head of Overseas Operations
Direct Reports: Supervisors	Tennis/Fitness/Children's Club/Mountain Bike Senior
Interfaces with:	Hotel Managers, Activity Managers and UK departments

Job Role Summary

To develop the activity programme within the Neilson Beachclub product to ensure our delivery and standards, consistently considered to be industry leading within all active departments.

Key Responsibilities and Tasks

- With the Hotel Managers and Activity Managers, set, monitor and control all spend within the activity programme.
 - Utilise our senior specialist roles ensure that all activities develop both in terms of provision and equipment used.
 - Ensure that all activities are safe for customers and staff through control of health and safety standards, operating procedures and National Governing Body status.
 - Continual monitoring of service provided by staff and suppliers-take actions to ensure continual improvement of service initiatives.
 - To oversee all equipment orders against forecast.
 - Using feedback from peers, place all senior roles within the activity team.
 - Carry out pre season induction training for all roles within the activity team.
 - Ensure a constant program for development for all roles within the Activity team.
 - To Recruit and oversee the training of Turkish staff so that Neilson can operate.
 - To ensure we operate legally in all countries for all of our activities.
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Active Operations Manager Personal Specification

LEADERSHIP, MANAGEMENT, PERSONAL SKILLS OR QUALITIES

Essential

Evidence of good negotiation skills

Ability to develop systems and procedures

Evidence of project management skills

Good analysis and reporting skills

Excellent organisation and communication skills

Able to work under pressure and within deadlines, and alone when necessary

Evidence of managing at distance

TECHNICAL SKILLS OR KNOWLEDGE

Essential

Competent with Microsoft Office

Knowledge of activity holidays & technical equipment

EXPERIENCE & TRACK RECORD

Essential

Been an Activity Manager in large activity organisation

Proof of leading by example,

Exceptional professional standards

QUALIFICATIONS, TRAINING, PROFESSIONAL MEMBERSHIPS OR ACCREDITATIONS

Essential

RYA SI or above
