**The Adventure Service Ltd**

**Head of Operations  
Job Description & Person Specification**

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## Job Title

Head of Operations

## Reporting to

Managing Director

## Location

Multi-site role across Nottinghamshire/Derbyshire with an office base at The Adventure Service – Mansfield Woodhouse

## Salary

£35,000 - £40,000 per annum

## Contract

Full time, permanent

**Working Hours**  
This is a full-time position of **40 hours per week**. Given the operational nature of the role, there is an expectation that the postholder will provide **out-of-hours availability**, including:

* Acting as the **weekend emergency contact** for the Short Breaks service on a rota or agreed basis.
* Attending **occasional evening meetings or training sessions** as required.

Flexibility is essential to ensure the smooth running of services and to support the needs of the organisation.

## About The Adventure Service

At **The Adventure Service**, everything we do is in service of our vision: **“Achieving Potential Through Adventure.”** We believe every individual—regardless of perceived ability—deserves the chance to grow, explore, and thrive. Our mission is to deliver high-quality outdoor learning, promote inclusion, encourage independence, and build self-confidence through safe and adventurous experiences.

Now we’re looking for the right person to join our team. If you have the skills, passion, and energy to complement what we offer, this is your chance to make a real difference. Step into a role where your expertise will help others achieve their potential—and where every day brings new challenges, new rewards, and new adventures.

Vision Statement  
Achieving Potential Through Adventure  
  
Mission  
We aim to be the best in the business at aiding people to grow in confidence by ‘Achieving Potential Through Adventure’. We also aim to promote inclusion, encourage independence and build self-confidence through the safe provision of adventurous activities.  
  
Values  
- We create team spirit through positivity, support, feedback and fun.  
- We actively communicate by listening and sharing information with others.  
- We are adventurous by embracing change and challenging the status quo.  
- We take responsibility and act with honesty and integrity.  
- We are passionate, determined and proud of what we do.  
- We promote learning through positive risk taking.

## Purpose of the Role

The Head of Operations is a key member of the Senior Leadership Team (SLT) at The Adventure Service Ltd.   
The postholder will lead and oversee the day-to-day operations of the organisation, ensuring services run safely, effectively, and in line with regulatory standards.  
  
This new leadership role will provide strategic operational direction across our Day Service, Short Breaks, and Trailblazers programmes, supporting our growth and commitment to inclusive outdoor learning for adults with additional needs.  
  
The Head of Operations will work collaboratively with the Managing Director and the wider SLT to ensure staff teams are well supported, services meet high standards of care and compliance, and operational systems are efficient, robust, and sustainable.

## Key Responsibilities

Strategic & Leadership  
- Act as a core member of the Senior Leadership Team, contributing to the overall strategic direction of The Adventure Service.  
- Work in partnership with the Managing Director and SLT to shape organisational development, business growth, and long-term sustainability.  
- Represent the organisation internally and externally, modelling professionalism, inclusion, and values-led leadership.  
  
Operational Leadership  
- Lead the daily operations across all services, ensuring smooth delivery and high standards.  
- Oversee staff rotas, service scheduling, and property/site management.  
- Implement effective systems for monitoring and improving service quality.  
  
Compliance & Quality  
- Ensure compliance with County Councils Contracts, CQC, Ofsted, Adventure Activities Licensing Authority (AALA), Health & Safety, Safeguarding, and other regulatory frameworks.  
- Lead on risk assessments, incident reporting, and quality assurance.  
- Prepare for inspections, audits, and contractual monitoring.  
  
People & Team Development  
- Line managers service managers and staff teams, providing guidance, supervision, and performance management.  
- Support staff recruitment, induction, and training programmes.  
- Promote a positive, inclusive, and professional culture across all sites.  
  
Finance & Resources  
- Support the Managing Director and Head of Business Functions with budget management, forecasting, and operational cost control.  
- Ensure effective use of vehicles, equipment, and sites.  
- Monitor occupancy and resource allocation to meet financial targets.  
  
Growth & Development  
- Support the Managing Director and SLT in the development of new services, property acquisitions, and expansion projects.  
- Lead change management, embedding new systems and processes effectively.  
- Collaborate closely with the Senior Leadership Team to further develop business strategy, drive innovation, and ensure long-term sustainability.  
- Represent The Adventure Service at external forums, local authority meetings, and sector events as required.

The post holder may be required to undertake additional duties commensurate with the role, in keeping with The Adventure Service’s values of inclusion, independence, confidence, and adventure, and as reasonably requested by the line manager.

## Person Specification

Essential  
- Proven leadership experience in operations management   
- Experience managing multi-site teams, staff rotas, and operational systems.  
- Financial awareness with experience of budget management and resource planning.  
- Excellent organisational, communication, and problem-solving skills.  
- Ability to build strong working relationships with staff, service users, families, commissioners, and external partners.  
- Commitment to the Vision, Mission and Values of The Adventure Service.  
- Willingness to undertake further training and development as required by the role.  
- Full driving licence and willingness to travel across service sites.  
  
Desirable

- Strong working knowledge of within social care, education, or outdoor/adventure learning. - CQC standards and compliance frameworks (Health & Safety, Safeguarding, GDPR, AALA).   
- Outdoor qualifications (e.g., NGB awards) or strong understanding of outdoor/adventure learning.  
- Experience working with adults with learning disabilities, autism, or additional needs.  
- Experience of leading service growth projects (e.g., new sites, new contracts, property development).

Benefits  
- Company pension scheme.  
- Ongoing training and professional development opportunities.  
- Part of the Senior Leadership Team, shaping the organisation’s future.  
- Opportunity to lead innovation in inclusive outdoor learning and care services.