Your job

Job Title: Assistant Team Manager - Lakes

Service: Be Well Outdoors

Grade: G7

Reporting to: Be Well Outdoors Business manager

Wigan Council is a highly performing, nationally recognised council with a strong track record of delivery. Our strategic priorities are driven by Progress with Unity plan which represents a new movement for change for the next decade. It builds on the successes and opportunities created during the last 10 years but also the lessons we have learned along the way.

We know that the world around us has changed significantly and the challenges and opportunities that our communities are living through requires a bold response. As a partnership between residents, businesses, public services and community organisations we have reflected deeply on what our strengths are - but also where we have not gone far enough or had the impact we had hoped for.

Two key missions have been identified that the council and its partners are committed to delivering:

Create fair opportunities for all children, families, residents and businesses

"Together, we will break down the barriers that create financial, health, education and environmental inequalities in our borough."

Make all our towns and neighbourhoods flourish for those who live and work in them

"Together, in genuine partnership with our residents and businesses, who know our communities best, we will help each town and neighbourhood in

the borough to celebrate and maintain their identity whilst understanding and helping to achieve what is needed to thrive."

These missions will be underpinned by action plans that will focus on community wealth and health building, tackling inequalities and supporting communities to fulfil their potential.

As a Be Well Assistant Lakes Team Manager, you will support the Lakes Team Manager in the effective operation and development of Low Bank Ground. You will contribute to the delivery of high quality outdoor adventure and residential services, ensuring safe, engaging and customer focused programmes for all visitors. You will help to achieve financial targets, support income generation and business development activity, and contribute to the ongoing improvement of services and facilities.

You will hold specific areas of operational responsibility, agreed with the Lakes Team Manager, that directly support the achievement of departmental objectives. You will provide day to day leadership to staff, uphold Be Well values, and play a key role in creating a positive, safe and inclusive environment for colleagues and customers.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Support the Lakes Team Manager in reviewing and strengthening operational systems, procedures and safeguards to ensure safe and efficient delivery.
- Contribute to refreshing the seasonal programme offer, helping to introduce new activities or improve existing ones.

- Assist with developing a staff training and competency plan, ensuring qualifications and skills are up to date.
- Help review residential operations (accommodation, catering, housekeeping) to identify improvements in quality and customer experience.
- Support the expansion of partnerships with schools and community groups to increase engagement and bookings.
- Contribute to improvements in performance reporting, helping develop clearer dashboards, insights and evaluation methods.

On an ongoing basis you will:

- Support the safe and high quality delivery of all outdoor adventure and residential programmes at the Lakes site for schools, groups and residents.
- Assist with compliance, site safety, equipment inspections, maintenance schedules and statutory checks, ensuring accurate record keeping.
- Support the management of residential operations including welcome, accommodation, catering, housekeeping and guest care to ensure consistently excellent customer experiences.
- Embed Be Well values and the Council's missions into programme delivery, with a focus on inclusion and reducing inequalities.
- Contribute to annual programme planning and the seasonal timetable for land and water based activities.
- Support the development of staff capability through training, coaching, mentoring and accreditation processes.
- Strengthen partnerships with schools, community organisations and sector bodies to enhance and extend the service offer.
- Contribute to performance management, producing data, reports, case studies and insights to support continuous improvement.
- Provide visible day to day leadership, modelling Be Well behaviours and promoting a culture of safety, care and continuous improvement.
- Support safeguarding, risk management and health & safety processes, ensuring robust operating procedures, incident reporting and learning reviews are in place.
- Maintain effective customer service systems, responding to feedback and resolving escalated issues promptly and empathetically.
- Work with the Be Well Outdoors management team to promote programmes and optimise customer journeys from enquiry to evaluation.

- Maintain positive relationships with partners, landowners, regulators, National Park bodies and community stakeholders.
- Deputise for the Team Manager when required, representing the service in networks and forums and sharing good practice.
- Ensure GDPR-compliant data handling and records management.
- Support product development and innovation, helping test new formats and experiences for residents and schools.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Mountain Leader (Summer) and/or Rock Climbing Instructor (RCI) / Mountaineering and Climbing Instructor (MCI).
- British Canoeing Coach Award / Paddle Sport Instructor (or higher).
- Archery GB / GNAS Leader (or equivalent).
- RYA Dinghy/Windsurf Instructor and the ability to work towards Senior Instructor
- RYA Senior Instructor or the ability to work towards
- RYA Powerboat Instructor
- A valid First Aid qualification (First Aid at Work or equivalent).
- Excellent organisational, time management and communication skills, with the ability to support and lead multidisciplinary teams of employees and volunteers.
- Ability to work flexibly, including evenings and weekends, to meet operational and residential needs.
- Understanding of inclusion, customer care and equal opportunities, with a commitment to removing barriers to participation.
- A full UK driving licence and the ability to travel between sites as required.
- Experience of delivering and developing outdoor adventure programmes for schools, groups and residents, including residential provision.
- Personal delivery experience across land and/or water based activities, with a strong understanding of risk management in outdoor environments.

- Operational management experience in a multi activity or residential outdoor centre, including people supervision and rota/resource planning.
- Experience drafting and implementing risk assessments, operating procedures and session plans.
- Experience delivering activities such as bushcraft, problem solving, raft building, archery and rafted canoeing.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	Take pride in all that you do and support and develop yourself and others.
Be Accountable	Be responsible for making things better, enabling change and supporting improvement.
Be Courageous	Be open to doing things differently and working collaboratively with others.
Be Kind	Be helpful, generous and thoughtful towards yourself and others.