

Group Leader Position Description

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Position Details

Position Title:	Group Leader
Department:	Operations
Award:	Amusements, Events and Recreation Award 2010
Classification:	Level 3
Work schedule:	Casual, variable roster
Location:	NSW
Review period:	Annual
Supervisor:	Operations Manager

Position Summary

Instructs outdoor activity by performing the following duties.

Essential Duties and Responsibilities

The Group Leader has the following essential duties and responsibilities. Other duties may be assigned.

- Plan and meticulously organize daily activities and multi-day trips
- Responsible for the overall well-being and safety (emotional and physical) of their group for the duration of the trip
- Equipment organization, maintenance and repairs
- Develop and maintain activity and associated paperwork
- Co-ordinate with support staff and management
- Respond to emergency situations
- Assist support staff where necessary to get the job done
- Comply with all company policies and procedures and BOAC Code of Conduct

Competency

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical – Synthesizes complex or diverse information; uses intuition and experience to compliment data.
- Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyses information; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Customer service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Oral communication – Speaks clearly and persuasively in positive and negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written communication - Able to read and interpret written information.
- Teamwork – balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of the team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Leadership – exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organisational values.
- Strategic Thinking – Develops strategies to achieve organisational goals; understands organisation's strengths and weaknesses.
- Planning/Organisation – Prioritises and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Qualifications

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The individual will have experience in the outdoor education industry. The following qualifications are required:

- Cert IV in Outdoor Recreation or equivalent for field
- Remote Area First Aid