



Field Operations Manager – Cape York

Key Relationships	<ul style="list-style-type: none">• Reports to the Head of Region• Works with Homelands and Partner Traditional Owners• Collaborates with existing Field Operations Managers and Immersion Coordinators
Location of Role	<ul style="list-style-type: none">• Cairns• 60 nights of travel in region per year
Term	<ul style="list-style-type: none">• Full-Time
Value	<ul style="list-style-type: none">• Base salary of \$80,000 - \$83,000 p.a. pending professional experience, excluding superannuation• \$150 - \$200 per night travel allowance for remote travel, including superannuation• \$5,000 relocation allowance available• 6 weeks paid annual leave + days in lieu (commonly 2 additional weeks per annum)

Introduction

Are you an experienced operations manager in the outdoor education, tourism or events space? Do you have a history of delivering programs to a very high standard? Do you enjoy managing resources and getting out in the field to help deliver successful programs? Would you relish the prospect of forging relationships with Traditional Owners and building capacity in Aboriginal communities? Are you ready for your next long-term role at a growing organisation?

Red Earth is looking for a driven Field Operations Manager who is passionate about helping to connect young people to cultural educators and their homelands. This is an amazing chance for someone to manage the operational delivery of our programs across Cape York, working at the cross-roads of outdoor education and First Nations cultural empowerment. This role will be based out of our Cairns Operations Base.

Organisation Outline

We are a small social enterprise with 16 employees focused on connecting school students and their teachers to remote First Nations Australia. We do this by creating 7-9 day immersion programs, travelling to Aboriginal communities and homelands, where students camp, learn from Elders, visit cultural sites, and volunteer on a service project. As we are a small organisation, all employees work closely with one another.

Role Outline

The Field Operations Manager is directly responsible for implementing all aspects of Red Earth's Immersion Program in a region. Alongside another Field Operations Manager in Cairns, the role has six main components:

1. Building and maintaining strong relationships with cultural educators and Traditional Owners of homelands and communities in Cape York:
 - Working with Traditional Owners to plan immersion itineraries
 - Organising community skill development and training for the regional community partners, where needed and requested
 - Providing constructive feedback to the region's community partners
 - Coordinate Traditional Owner and community partner payments for facilitating the immersions

- Help Traditional Owners and community partners establish long-term goals for their homeland and coordinate community projects to help achieve these goals
 - Discovering and onboarding new homelands with whom to partner
 - Manage an internal database for storage of homeland information
2. Managing equipment, resources and logistics in the region
 - Be responsible for the maintenance and condition of the immersion equipment
 - Forecast for equipment turnover and keep to budget limitations
 - Manage a large equipment database
 - Manage maintenance schedules of 4WDs, buses and trailers
 3. Overseeing and coordinating immersions in the region including:
 - Compiling program documents for an allocated number of immersions
 - Managing Immersion Leaders in the field
 - Managing other Red Earth field employees and volunteers in the region
 - Working as part of our internal On Call roster, available to groups and clients needing support during immersions
 4. Identify and conduct risk assessments, document and implement strategies to manage risks and train staff in procedures and compliance
 - Conduct risk assessment of all activities and locations and keep records up-to-date and current
 - Review incident data to inform safe practice on immersions
 - Train and role model risk management policies for immersion staff
 - Take drivers through our Red Earth Heavy Vehicle training and induction program
 - Record keep all driver compliance documentation as part of our Operator Accreditation
 5. Work with Traditional Owners and Head of Region to develop itinerary options that will be powerful and meaningful experiences for travelling students and adult clients
 6. Liaising with an internal team to organise immersion and bookings as per the plan made with the Traditional Owner and community partners
 - Report to the Head of Region
 - Work and manage locally based operations and support staff
 - Work with up 2-3 remotely based Immersion Coordinators, organising immersions at any given time
 - Work with up 2 remotely based Relationship Managers who work with the travelling groups, during our Pre-Departure Program

As mentioned, the role will be based primarily at the Cairns Operations Base, however there is about 60 nights of travel to foster close working relationships with our community partners and work on the ground delivering exceptional immersions.

Ideally, the Field Operations Manager will have great interpersonal skills and will be able to work in both an office and field environment with a variety of stakeholders.



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Knowledge, Skills, and Experience

- 3+ years of outdoor education experience
- 3+ years of experience in logistics and planning
- Tertiary qualifications where relevant
- Experience working in First Nations communities desired, but not required
- Experience working with high school students
- Experience supervising staff
- Advanced 4WD and/or heavy vehicle driving experience, or a willingness to be trained
- Experience organising or preparing for large scale events or travel
- Proven ability to follow set processes and systems
- Strong organisational skills and attention to detail
- Highly skilled in Microsoft suite of products
- Ability to work to strict timelines with independence and dedication
- Excellent interpersonal and people management skills

Required Qualifications (currently held or willingness to obtain)

- Medium Rigid open driver licence
- Driver authority
- Remote First Aid, including CPR
- Water rescue qualification
- Working with Children Check

How to Apply

To apply for this position, email your CV and a Cover Letter to:

Joel Stanton (Head of Region – Cape York), joel@redearth.edu.au and
Rob Hutchinson (Head of People and Culture), rob@redearth.edu.au

Please address the Knowledge, Skills and Experience, and Role Outline in your cover letter.

Red Earth is an equal opportunity employer. In particular, we encourage people who identify as Aboriginal and or Torres Strait Islander to apply.