

Business Manager – Canoe Wild Ltd

Location: Canoe Wild Grove Ferry / Fordwich

Contract: Full time (flexible hours and weekend availability required). Start date is Jan/Feb 2026. The role requires heavier workload through our season March to October and less during winter months but working all year round

Salary: on application

We're looking for a highly organised, business minded, and experienced Business Manager to lead our team of activity assistants, coaches, and administrative staff, and to support and innovate the business's core development plans. Candidates will need to demonstrate experience in innovating and evolving business operations, leading and developing a team, and exemplary customer service skills. You might be looking for a change in direction and want a local role where you can really make a difference. If you thrive in a fast-paced environment, enjoy variety in your day, and love the outdoors, this could be the perfect role for you. As Business Manager, you'll be at the head of Canoe Wild's daily operations, have a vision for the future opportunities of the business and want to promote the importance of outdoor activity and the environment. This is a hands-on role with high levels of responsibility, flexibility with a chance to manage and develop what has become one of the South East's main outdoor Activity attractions.

Job Description & Key Responsibilities

Team leader

- Handle the hiring of staff and the development of permanent and seasonal staff.
- Line managing the administration team, paddlesport coaches and seasonal staff; supporting their individual development within the team.
- Reporting to Company Director

Operations & Logistics

- Oversea the strategic, financial and operational aspects of the business, facilities and paddle programme.
- Ensuring the smooth running of day-to-day operations; including exemplary customer service, team management, and daily operating logistics.
- Creating a strong, forward thinking business direction. Following, supporting, and promoting the company values within this business direction.
- Create and manage task lists, delegating tasks within the team
- Review and streamlining of operating procedure to ensure effective business management and development

Budgeting & Planning

- Managing costs and balancing the staffing costs with the balance of customer service

- Planning for growth and diversification to extend the business season
- Investigating opportunities for growth and diversification using funding grants where possible
- Support training opportunities for team members to develop business needs such as sea kayaking and tours and staff retention.

Safety & Governance

- Review risk assessments, staff handbooks, and operating manuals, ensuring documentation is accurate and up to date.
- Ensure team training is kept up to date and relevant; New starters, Safeguarding, First Aid, CPD, DBS.

Engagement, Education and Marketing

- Promoting to the local economy.
- Work closely with the National Governing Body for Paddlesport; Paddle UK.
- Positive and customer focused on site engagement.
- Support stakeholder and school engagement, overseeing the administration team in the booking and planning our yearly events and education programme.
- Evolve the marketing and networking opportunities of the business, including working with marketing partners and establishing new collaborations.

Person Specification

Essential	Desirable
<ul style="list-style-type: none"> • Keen to promote wellbeing, the Environment and Outdoor Education • Business minded, able to act on and develop a business plan • Managing budgets, marketing & planning • Forward thinking with an entrepreneurial mind set • Strong negotiator • Highly organised, punctual, and adaptable • Comfortable working in a fast-paced environment • Flexible with working hours/days • Confident leading a diverse team • Full UK driving licence • ICT proficient • Willing to work outdoors in all weather 	<ul style="list-style-type: none"> • University Degree in Business or a related subject • Knowledge of CIC's and apprenticeship schemes • Experience in grant and funding applications • Experience driving a 9-seater van and/or towing a trailer (over 21 with 5 years driving experience) • Experience with booking systems (Checkfront ideal) • Canoe, kayak, or paddleboarding experience • Paddle UK Instructor or above qualification • DBS check

Applications

To make an application please send your CV and Cover letter to jobs@canoewild.co.uk

We highly recommend using the job description and person specification when writing your application.