

Summer Camp Manager Job Description

Introduction:

Summer camp manager is a senior role within a growing company, the position is on a temporary contracted basis. Summer camp manager is highly valued and appreciated role within High adventure and demands a large amount of dedication and professionalism. You are entirely responsible for the camp for the duration of your contract period. This is an annual position that we want the best and most professional staff to return to year upon year.

This is a residential live in position Monday to Friday. There are no specified hours of work. You are required to work the hours needed to ensure the job description is met and the camp is run to the highest possible standards for the period of your contracted services. The value of remuneration reflects the commitment and hours required of this contract. The nature of the work will at times involve late nights, possible 'emergency call out' at unsociable hours and possible hours during weekends.

General Job Description:

1. To ensure the safe, smooth and efficient management of all aspects of summer camp. Ensuring at all times the visiting young people, visiting staff and high adventure contracted staff are your first priority. Their safety, enjoyment, morale and wellbeing are your responsibility.
2. The Manager is at all times to be fully aware of, and to maintain, professional boundaries and behaviours between themselves all other staff members and clients; including both HA staff and visiting members of staff accompanying groups.
3. The camp manager is fully responsible for all aspects of camp management: Client liaison, accurate and complete paperwork submission, staffing, camp construction, staff training, liaison with Scout site management, problem solving issues on a daily basis and attending to all client and staff needs. Any additional duties and roles that may not be listed specifically within this description but contribute to the safe smooth and efficient running of camp are your responsibility and to be attended to by yourself where capable, or your line directors immediately informed if specialist skills e.g. electrician, plumber, Gas engineer, or extra assistance is required.
4. To ensure summer camp is managed in accordance with the High Adventure mission statement, specifically: *HA was formed 7th July 2001 with a clear set of objectives, which are as follows:*
 - *To provide the best possible level of service in all areas of outdoor education.*
 - *To ensure all adventurous activities are delivered to the highest possible standards, taking into consideration the quality of instruction & safety of the group.*
 - *To ensure a safe & comfortable tent village providing good quality social, living & sleeping space.*
 - *To ensure high standards of food delivery.*
 - *HA provides a variety of outdoor courses and strives to ensure that all programmes are fun, varied & interesting and meet the needs of our clients at all times.*
 - *In order to meet all the aims, HA has a duty to ensure that all staff work in a safe & happy environment. As a limited company HA must ensure that all services are provided for in a cost effective way and can meet the demands of the current costs involved in the provision of outdoor education.*
5. To be on site and to 'meet and greet' H.A contracted seasonal staff the first Sunday eve of the season from 5pm, showing them to the staff campsite and

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- ensuring they have tented accommodation and are comfortable with the site / facilities they may need for the evening.
6. To ensure that during the 2 weeks training and set up period the camp is constructed to the highest possible standards in accordance with summer camp staff handbook section 'Tent village risk assessment'. Taking care to ensure tents and marquees are situated suitably, erected correctly, all accommodation, social and dining space, domestic and activity equipment is clean and fit for purpose. High standards of camp safety, construction and cleanliness must be maintained throughout the duration of the season.
 7. To ensure that during the 2 weeks training and set up period the contracted HA staff are trained to the highest standard of activity delivery. Additional specialised activity training i.e. High Ropes can be provided by senior management as and where needed.
 8. To ensure all contracted HA staff read and sign the staff handbook and adhere to the information within, including N.O.P and R.A.
 9. To ensure ongoing 'top up' training and 'shadow' training when time allows for contracted instructors aiding staff development and maintaining high standards of delivery.
 10. To ensure that individual instructors 'training record sheets' are maintained and updated as and when the relevant training/assessments are complete.
 11. To undertake daily quality control 'walk rounds' of all activity sessions, to ensure strict health and safety, normal operating procedures and high standards of outdoor activity delivery are met by all instructional staff.
 12. To ensure full preparations are made for visiting groups on a weekly basis. This includes ensuring meeting medical and dietary requirements aligned with the pre-trip information received from clients, ensuring adequate and clean accommodation and dining/social facilities based on the number of clients attending camp. Ensure you make contact with visiting staff in the previous week and on the Morning of arrival to check they have everything they require. If you do not have the information needed to perform these duties senior management must be informed, who will then get the information you require.
 13. To hold regular meetings with the camp cook each week, ensuring that they have the correct numbers and dietary requirements off all visiting clients enabling them to correctly order stock and produce high quality meals that cater to the exact needs of all visitors.
 14. To hold regular weekly meetings with the camp cook to ensure the domestic side of camp is running smoothly and that high standards of health, hygiene, stock ordering and rotation are being maintained by the cook and domestic team. Any concerns must be reported immediately to Andy Cowans, domestic director.
 15. Liaise with visiting staff and ensure communication between 'them and us' is clear & concise during the run up to their visit and throughout their residential trip.
 16. Follow the outlined activity programme, staffing the activities with appropriately in house or NGB qualified staff. You must speak to Off site operations manager or Senior Camp director before making any changes to activity or promises to clients.
 17. To conduct 3 staff briefings each day, morning, lunchtime and eve. This ensures all instructors are fully briefed in activity rotations, Groups to be worked with, activity rigging for the sessions and any issues can be addressed swiftly.
 18. To meet with visiting staff and groups prior to breakfast, before morning activities, before afternoon activities, before eve activities and at the end of each day to ensure head counts have been conducted, that clients are happy with the level of service delivery and to address any issues that clients may have. These 'communication' times are vital in maintaining client safety and ensuring high standards of delivery are maintained.
 19. Conduct the Introductory talk to the group on the day of arrival – outlining all the procedures, rules, timings and safe living guidelines about camp. Emergency

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- contact numbers and staff packs are to be given to group leaders and any questions answered.
20. Conduct the departure talk on a Thursday eve, ensuring all clients are aware of how the Friday morning departure will be organised and conducted.
 21. Conduct a 'goodbye and thank you' chat with each departing group on a Friday morning.
 22. Responsible for the maintenance and stock checking of equipment and generally keeping the kit and kit stores clean, tidy and in working order, to ensure smooth and safe delivery on time each day.
 23. Responsible for general maintenance and cleanliness of tent village, dining facilities and equipment. This includes a full litter sweep of site by visiting group and/or High Adventure staff on departure day.
 24. Report any damages or lost equipment immediately to senior camp director or off site operations manager, so that the condition and amount of equipment for any specific activity is recorded accurately. This should be done via e mail so records at High Adventure, Cowling can be updated accurately.
 25. Liaise with Scout site management/staff with regards to site or site issues on a regular basis throughout the week to ensure a positive working relationship is maintained.
 26. To ensure **ACCURATE** audits are done of the camp with regard to numbers of visiting young people and staff. These must be emailed to Dan Irving, Off site Operations Manager by Tuesday eve. Individual site managers are to inform the number of **visiting young people only** each week to the Scout site manager.
 27. To ensure all High Adventure contracted staff complete an invoice every 4 week period of employment, and that this invoice is fully legible and complete. Invoices must be submitted to the High Adventure office upon the agreed dates.
 28. If any purchases are needed and expenses to be claimed pre authorisation from senior camp director, Off site operations manager or domestic director is needed. Remuneration of expenses will be paid after the receipt of a legible complete expenses form with vat receipts where available/receipts and proof of pre authorisation of purchase. Without pre authorisation and receipts no expenses claim will be valid and no remuneration will be paid.
 29. To ensure all pre authorised expense claims sheets, vat receipts / receipts are submitted to the high adventure office within 7 days of the final day of each month.
 30. To monitor and ensure the safe and sensible use of any company vehicle. Any damage to a vehicle must be reported to senior camp director or off site operations manager immediately with the name of driver, damage incurred, date, time and location of incident to allow insurance claims to be made in a timely and accurate fashion. As site manager you are ultimately responsible for any company vehicles located at your site.

To apply for the role please email a copy of your CV to Dan@highadventureoec.co.uk.