



Camp Manager



In2
action



About Us...

Camp Beaumont is a pioneer in offering dynamic and impactful outdoor adventure education and multi-activity day camps across Asia and the UK. For over four decades, we have been dedicated to providing young learners with experiences that foster growth, confidence, and a deep-seated appreciation for the great outdoors. As we continue to expand, we seek passionate individuals to join our operations team and contribute to our legacy of excellence.

JOB DESCRIPTION – CAMP MANAGER

The Camp Manager has overall responsibility for the camp. You will be the person that everyone at the camp looks to for motivation, support and direction, therefore you must show knowledge and experience in the product, programming, customer care, diplomacy, financial care and health and safety. The camp manager must exemplify the overall company purpose and values of – ‘Keep it Simple’; ‘Know your Stuff’; ‘Give it your all’; ‘Make it Fun’ and ‘Own it’.

Key Responsibilities:

- Keep the lines of communication open between the operations team, head office and the parents of the children
- Responsible for all staffing and liaising with the recruitment and operations team regarding staff
- Monitoring child numbers against staff ratios daily
- Maintain clear communication with the Operations team, Bookings & Customer Service team and Parents/Guardians
- Responsible for the accurate completion of staff payroll spreadsheet and sending to the Workforce Planning Coordinator on a weekly basis
- Deal with customer complaints
- Responsible for monitoring and responding to all emails that come to the camp email box
- Greet and welcome parents and children at sign in and sign out times
- Responsible for checking staffing daily taking into account new bookings
- Perform staff observations daily, giving feedback where necessary
- Work closely with the Early years manager to ensure an outstanding early years programme is provided
- Onsite safeguarding officer
- Correlate information regarding staff disciplinarys and communicate with operations and recruitment regarding these matters
- Carry out site tours
- Responsible for reporting and recording any incidents and accidents
- Organising a camp review for all staff, parents and children at the end of each week
- Manage, support and advise the staff team
- Ensure any staff incentives are circulated throughout the camp to staff, children and parents.

Typical knowledge, skills and experience

- Confident decision maker
- Problem solver

- Excellent Communicator
- Excellent Customer service skills
- Experience within the company prior to taking on the Camp Director role is highly beneficial
- Strong motivation skills
- Approachable
- Ability to digest product information
- Strong but fair leadership skills
- Ability to engage with all age groups
- An awareness/knowledge of health and safety
- Excellent observation skills
- Preferred qualifications include: QCF, CACHE, QTS, NVQ or PGCE at level 3, Paediatric First Aid and Safeguarding

Behavioural Competencies:

- **Board Thinker** - Evaluates the commercial and financial implications of decisions, considering the wider People and operational context. Shows evidence of clear analytical thinking. Evaluates the full implications of actions on other parts of the business. Thinks outside of the 'functional silo'. Stays up to date with customer trends, identifying opportunities and threats at an early stage.
- **Honesty and Transparency** - Asks for feedback from the Organisation on how to improve. Meets the needs of internal customers, by supporting and engaging when required. Takes personal responsibility for correcting problems and demonstrates good recovery from complaints. Gives open and honest feedback at all levels even when it's difficult. Meets and exceeds internal customer expectations. Is open honest and Transparent even when things go wrong.
- **Innovative & Adaptive** - Challenges people to find ways of improving what is done. Asking those critical questions to challenge, 'How we do things'. Encourages and supports development of new processes and procedures. Works productively in a high-pressure environment. Welcomes change in a positive light, supporting their teams to embrace new ways of working.
- **Leading & Collaborating** - Initiates action and provides others with clear direction. Challenges inappropriate or ineffective behavior. Works with subject experts to get the best possible solution. Takes responsibility for actions. Is self-confident and is seen as credible and a go to person by others. Welcomes new ideas and ensures everyone has a voice.
- **Developing Performance** - Keeps own knowledge and skills up to date practicing continuing professional development. Delivers results through teams and people. Actively seeks to stretch capability and scope of responsibilities. Challenges and sets, 'Stretching' goals for their team, providing feedback on performance and behaviors. Addressing under performance at the first opportunity.
- **Communicating** - Is sensitive to non-verbal cues, to other people's feelings and emotions, and responds with sensitivity. Communicates openly and freely with colleagues and teams to ensure that they can see the big picture. Successfully persuades

and influences others. Presents information in a way that engages and motivates the audience. Is self-aware and changes style to suit the relevant audience.

Working Hours:

- Monday to Friday, and the working hours will be defined in your contract of service and explained during the Online Interview.

For the right candidate, we offer comprehensive training and mentorship to empower you and increase performance.

This job description is not exhaustive and may be amended or expanded at any time to align with evolving business expectations or market trends. Any modifications or updates to the job description will be communicated to you directly by your line manager to ensure clarity and maintain alignment with your role. We value open communication and encourage discussions regarding any changes to ensure that your responsibilities reflect the needs of the organization and your professional development.

Camp Beaumont is committed to diversity and inclusion and welcomes applications from all sections of the community.

Camp Beaumont Asia.