



*Making school holidays extraordinary*

**Title:** Operations Support

**Reporting to:** Operations Team Senior Leaders

**Basis:** Full Time Temporary Contract in lead up and during summer holidays only (Part Time options considered)

**Hours:** Monday to Friday 9am-5pm, except during camp operating weeks when longer hours (8am – 6pm) will be expected. Additional weekend work available where agreed.

**Location:** Roaming with travel expenses. You may be asked to work at our Warehouse or Head Office in Farmoor, Oxfordshire on occasions but this is a role predominantly travelling between Ultimate venues.

**Salary:** £100 - £159.22 per day (inclusive of 12.07% holiday pay) based on experience and qualifications.

**Start Date:** June/July 2024. We are ideally looking for someone who can support in the lead up and during the summer holidays.

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### **Summary of Position:**

Ultimate Activity Company is a leading provider of holiday childcare in the UK. Our trusted holiday camps operate at venues across the country offering outstanding childcare & activity provision to children whilst providing peace of mind to parents.

You will support the Operations Team during camp seasons with the delivery of our Ultimate programmes (Multi activity, Tech, Survival, Sports Academies & Cookery) and ensure the children receive engaging and fun activities at every location, every day.

From kit delivery, to on camp quality control... Every day is different but rewarding. Join us in our commitment to 'Inspiring Children Every Day'.

### **Primary Duties:**

- Ensuring quality and high standards are maintained throughout the season
- Traveling to camps according to the route given to you by the Operations team but remain prepared to react to last minute changes. Travel expenses will be covered.
- Completing camp audits and feeding back to the Operations team on any issues
- Supporting Camp Managers, Leaders, Coaches and/or Activity Instructors on site
- Showing high levels of energy, enthusiasm and professionalism, acting as a suitable role model for staff and the children.
- Ensuring all policies and procedures on camp are adhered to by yourself, the staff and the children in your care, including all health and safety, and safeguarding procedures.
- Continuously promoting the welfare of the children in our care.
- Assisting the Warehouse Supervisor in the packing and preparation of kit
- Delivering kit and paperwork to sites

- Supporting the rotation of kit
- Liaising with the Customer Support Team to solve any issues on site including parents feedback
- Stepping in to act as the Camp Manager/Leader/Coach or an Activity Instructor if necessary
- Living up to the Ultimate Activity Camp promise of 'Inspiring Children Every Day' and behave in a manner that reflects the expectations of the company throughout your

#### **Secondary Duties:**

- Prepare and deliver activities for children aged 4-14, focusing on participation, development and enjoyment, working both alone and alongside other staff.
- Supporting with admin tasks in the office
- Support with events, inductions and training

#### **Essential Requirements:**

- Full, clean driving licence with car
- Good organisation and communication skills. Candidates must be confident in their ability to support staff and lead a group of children and not shy away from responsibility.
- Excellent communicator, with great face-to-face customer service skills. Candidates must be confident in their ability to interact with parents.
- Be highly organised with an excellent attention to detail
- Good time management and communication skills
- A pro-active and conscientious team player, able to adapt to dynamic situations and challenges on camp.
- Someone looking for a sometimes challenging but hugely rewarding and enjoyable job in the holidays, looking to broaden their career in the childcare industry.

#### **Desirable Requirements:**

- Qualified in, or working towards relevant qualifications in childcare, sport, art or education, with experience taking sole charge of a group of children.
- Previous camp or holiday programme experience preferable.
- Preferably aged 25 or over for vehicle hire regulations.

#### **Benefits**

- Paid pre-camp training programme to prepare you to be an Ultimate staff member.
- Competitive pay and opportunities for progression
- Subsidised First Aid qualifications and CPD opportunities.
- Each day is filled with rewarding work in an enthusiastic environment.
- Refer a Friend scheme