

JOB DESCRIPTION



Role:	Operations Manager - Ultimate Activity Camps
Basis:	Permanent Full Time
Reporting to:	Operations Director
Hours:	Monday to Friday 9am-5pm, except during camp operating weeks when longer hours (8am – 6pm) will be expected. Some weekend work also required in the run up to and during camp seasons.
Salary:	£30,000 - £32,000 plus £1,500 annual bonus on completion of each major camp season (£500 for Easter, £1,000 for Summer)

Summary of Position:

Ultimate Activity Camps (part of Active Education Group) run fun and inspiring activity programmes for children during the school holidays at approximately 40 independent schools in the South of England. At Ultimate Activity Camps one of the most important part of a child's experience is the quality of the activity programme they enjoy. Managing the Operations Team, you will be responsible for the delivery of the high standards expected of Ultimate Activity Camps, ensuring that our camps live up to our mission of "Inspiring Children Every Day".

Your Responsibilities

- **Programme Management and Development:**
 - Oversee and facilitate programme developments, ensuring the most enjoyable time as possible can be had on our activity camps nationwide
 - Monitor and assess the quality of delivery, identifying any areas for improvement
 - Identify and implement improvements as required, making sure the activities on offer are to the highest standards, as expected by parents, children, staff, and host schools alike.
 - Oversee operation of our activity camps, ensuring they operate within the regulatory framework in which we operate (Ofsted, Health and Safety, etc)
- **Staff Training and Assessment:**
 - Oversee and organise the delivery of our on-camp staff training programme
 - Identify priorities for staff training each season
 - Ensure the training modules and activity workshops cover all the key aspects of delivering camp, and are delivered in a fun and engaging way
 - Deliver relevant training events to both Head Office and Camp staff
 - Provide additional training support to on-camp staff during camp as required
- **Staff Recruitment and Management:**
 - Support the recruitment team to attract, filter and assess camp staff candidates and interview key camp staff (such as managers)
 - Assist in the performance management of on camp staff
 - Directly line manage Operations Team to deliver camp to the quality expected
- **Camp Operations**
 - Oversee and implement quality control measures during camp, organising you and your team to support the camps. These will focus on assessing and improving the activity programme delivery, and supporting camp staff in ensuring high standards

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- Lead & support with camp set ups and staff inductions at the start of school holiday periods
- Organise the operations team to react to and support any issues on camp.

- **REGULATORY AND OFSTED**
 - With the Operations Director, ensure all training, resources and guidance are in line with regulatory and Ofsted requirements
 - Ensure the camps are meeting all regulatory requirements
 - Attend and support during OFSTED inspections where required

- **Parent Communications**
 - With support from the Operations Director, work with the Customer Support Team to investigate and respond to any incidents or complaints, feeding back and communicating with parents as required.

- **Child Welfare**
 - Oversee and implement child welfare procedures and policies on camp, taking a lead role in ensuring excellent pastoral care on camp
 - With training, and with guidance from the Operations Director, act as the Deputy Safeguarding Officer for the company, reporting any incidents through relevant channels, and supporting/advising camp staff where required

- **Host Schools**
 - Support the Operations Director in liaising with Host Schools where required

- **Secondary Responsibilities**
 - Customer services support and taking bookings
 - Assist in warehouse maintenance and kit preparation
 - Marketing activities including event work and feeder school flyering.
 - Other Ad Hoc office support outside of crucial busy periods

Requirements:

Essential Requirements include:

- Graduate with an educational or childcare qualification.
- Experience managing a team or staff.
- Significant experience in a child-centred activity, holiday or educational business
- Outstanding time management and organisational skills
- Responsible, trustworthy and approachable
- Able to commute daily to our office just outside Oxford
- Highly computer literate
- Full, clear driving licence with car
- Working knowledge and experience dealing with OFSTED

Highly Desirable Requirements include:

- Qualified Teacher Status: Primary or Secondary
- Experience in training/presentation delivery

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Benefits:

- Loyalty Bonus: Salary is £30,000 to £32,000 per annum plus £1,500 loyalty bonus
- Generous Holiday Allowance: up to 35 days per year plus bank holidays
- Free onsite parking
- Regular company socials and monthly lunches

To Apply:

Email your CV and Cover Letter to Duncan Radnor, Operations Director at Duncan@activeeducationgroup.co.uk