



Job Description - Camp Manager

Reports to: Head Office

Overall Purpose:

The Camp Manager is responsible for the smooth and efficient day-to-day operation of the camp, ensuring a fun, safe, and engaging environment for all children while maintaining the highest standards of safeguarding, professionalism, and customer service. You will lead, support, and motivate the camp team to deliver an exceptional experience in line with Mega Camps' policies and procedures.

Key Responsibilities

Leadership & Management

- Act as the [appointed Safeguarding Lead](#) for the camp, ensuring all safeguarding policies are fully adhered to.
- Lead, manage, and support the camp team to ensure all staff fulfil their roles effectively and work to their strengths.
- Conduct regular 1-to-1 personal development meetings with team members and accurately report feedback to the Area Manager.
- Maintain a strong understanding of camp operations, procedures, and dynamics, and ensure this is clearly communicated across the team.

Planning & Operations

- Proactively plan daily activities using available equipment and deliver clear briefings to staff each morning.
- Conduct daily end-of-day debriefs, gathering feedback and sending a summary report to the Area Manager/Head Office.
- Oversee setup and pack-down of the venue when required.
- Ensure all daily processes, procedures, and standards are consistently maintained.

- Manage camp stock and inventory, ensuring supplies are kept up to date and requested in a timely manner.
- Ensure all equipment is returned in original condition and correctly stored.

Communication & Customer Service

- Act as a primary point of contact for staff, Head Office, and parents throughout the camp day.
- Communicate professionally and confidently with parents, addressing queries and concerns.
- Manage any staff or customer grievances in a timely and appropriate manner.
- Attend debrief meetings, complete all required documentation, and participate in additional training as needed.
- Contribute proactive suggestions for improving product delivery and overall camp experience.
- Support camp growth by providing outstanding service that encourages repeat bookings and positive word-of-mouth.

Flexibility & Adaptability

- Adjust to the operational needs of the business, demonstrating initiative and problem-solving in fast-paced situations.
- Carry out additional tasks and responsibilities as required to support the successful running of the camp.