



## **Job Description – Assistant Camp Manager**

**Reports to:** Camp Manager

### **Overall Purpose:**

The Assistant Camp Manager is responsible for the smooth and efficient running of all administrative and operational processes at camp. You will support the Camp Manager and wider team by maintaining accurate records, delivering excellent customer service, and ensuring all policies and procedures are adhered to. As a key point of contact for parents and guardians, you will ensure communication is clear, professional, and timely while helping create a safe and organised environment for all children attending Mega Camps.

### **Key Responsibilities**

#### **Administration & Compliance**

- Act as the primary administrative point of contact for staff, parents, and guardians.
- Manage daily registrations, check-ins, and sign-outs accurately.
- Ensure all child information (including medical, emergency, and personal details) are collected, stored, and handled in line with Mega Camps safeguarding and data protection policies.
- Maintain accurate attendance records, incident logs, and all required documentation.
- Prepare and submit End of Day Reports to Head Office.
- Ensure the camp registration area is organised, secure, and well-presented at all times.
- Support adherence to all Mega Camps policies, procedures, and health & safety requirements.

## **Operational Support**

- Assist the Camp Manager with daily organisation, scheduling, and staff communication.
- Support the coordination of daily activities and logistics to ensure smooth camp operations.
- Manage and record camp stock levels, ensuring all resources are available, accounted for, and stored correctly.
- Assist with venue setup before camp opens and pack-down at the end of each day or season.
- Provide suggestions on improving administrative systems, resource management, and overall efficiency.

## **Communication & Customer Service**

- Act as a key point of contact for parents and guardians throughout the camp day.
- Respond to enquiries and concerns in a friendly, professional, and timely manner.
- Communicate effectively with the Camp Manager and staff team, ensuring important information is shared promptly.
- Support positive parent relationships that contribute to repeat bookings and positive feedback.

## **Flexibility & Adaptability**

- Demonstrate initiative and remain calm under pressure in fast-paced situations.
- Adapt to the operational needs of the camp and provide support wherever required.
- Carry out additional tasks and responsibilities as requested to support the successful running of the camp.