

Campus Manager Job Description

Title: Campus Manager

Reports To: Director of Operations and Campus Life; Head of Leisure and Welfare

Hours per week: Estimated 48 hours per week across 6 working days, on average

Position type: Residential

Summary of position: The Campus Manager is responsible for the overall management and operation of the camp. This role requires exceptional organisational, leadership, and problem-solving skills to ensure the successful execution of the programme. As the head of our campus team, you will be responsible for upholding our systems, policies, and ways of working. You will ensure alignment with our standards, expectations, and procedures, presenting a unified and professional picture to both clients and staff, avoiding any perception of inconsistencies or conflicting practices.

Our Company

Since 1972, PLUS has been offering summer English courses for young international students in the UK and Ireland. We are proud to be market leaders, fully accredited by the British Council. To find out more, please visit our website at www.plus-ed.com, paying special attention to the Work with Us section on the top menu.

General responsibilities

- **Setting up** the camp before group arrivals, projecting a positive, professional image to clients, and reinforcing the company's branding.
- Coordinating the **closing down** of the camp upon end of the programme, ensuring that the centre is kept in excellent condition on departure.
- Coordinating arrangements for **airport transfers** and **excursions**, ensuring that all tickets and transportation are duly arranged and communicated.
- **Briefing** Activity Leaders before excursions, covering itineraries, entry to attractions, and arrangements, and supporting their planning and preparation.
- Coordinating **arrivals** and **departures**, ensuring timely check-ins and check-outs, and providing information and assistance to all parties involved in the processes.
- Overseeing **outbound transfers**, ensuring that all groups depart to the airport according to plan, and taking urgent action if issues arise.
- Overseeing **accommodation**, working closely with Head Office and the college's team to ensure participants are placed in their assigned rooms according to plan.

- Coordinating **meal plans** by collaborating closely with Head Office and the catering team, including for collection and distribution of packed meals.
- Collaborating with the college's catering team to address **meal-related issues**, including unknown allergies and delays from excursions or from the airport.
- Regularly **communicating** with Head Office, the campus team, college staff, and Group Leaders.
- Regularly monitoring the **PLUS inbox**, ensuring that all emails receive responses within a maximum of 48 hours.
- Regularly **communicating** with Head Office, the campus team, college staff, and Group Leaders.
- Answering incoming **phone calls** promptly and being on call for emergencies at all times (except on days off).
- **Line managing** the Welfare Officer, Activity Leaders and, to a lesser extent, the Activity Manager, offering them direction, guidance, and support.
- Preparing **staff rotas**, ensuring all programme and staff needs are met, and allocating staff according to PLUS' prescribed ratios.
- Gathering **salary claim forms**, revising them and verifying their accuracy, and submitting them to Head Office within expected timelines.
- Preparing **staff payment reports** and submitting to Head Office in a timely manner.
- Complying with **expenses** guidelines from Head Office, submitting requests for any non-pre-authorised expenses, and submitting reports as needed.
- Taking responsibility for the **safekeeping** of tickets, cash, and documentation from groups and staff such as Declaration Forms and Salary Claim Forms.
- Maintaining a **centre register** to track the whereabouts of all participants and ensure their safety, with staff and groups signing in and out as required.
- Overseeing **safeguarding**, delegating work to the Welfare Officer as needed and liaising closely with the Designated Safeguarding Lead whenever there are issues.
- Overseeing **risk assessments**, fire drills, and routine safety checks, delegating work to the Welfare Officer as needed.

Person specifications

- Previous experience as a Campus Manager is preferred.
- Exceptional customer service, with strong interpersonal skills to interact professionally with camp participants, Group Leaders, and stakeholders.
- Exceptional organisational skills with the ability to efficiently manage various responsibilities.
- Strong problem-solving skills to address everyday challenges and emergency situations effectively.
- Strong analytical skills to digest, synthesise, and correctly interpret extensive information for effective camp coordination.
- Previous experience in effectively managing and coordinating staff.

- Familiarity with the logistical aspects of summer camp operations, including accommodation, transportation, and more.
- Proficient in software applications, particularly Microsoft Excel for planning and coordination purposes, able to work with our own in-house software.
- Flexibility to work non-standard hours, including evenings and weekends, as required.
- Calm and effective in managing crises and emergencies, ensuring a secure and controlled response.