

Activity Manager Job Description



Company Overview:

PLUS Education is a global organisation established almost 50 years ago. We plan, organise, coordinate, and run residential English summer camps for international young learners between the ages of 8 and 17, and we are currently recruiting Activity Managers for our UK based summer programme.

Overview of the Position:

All current holders of roles involving responsibility for or substantial access to under 18s, and all new appointees to such roles, will have appropriate suitability checks, for example with the Disclosure and Barring Service (in England and Wales) or Protecting Vulnerable Groups Scheme (in Scotland) or Access NI (in Northern Ireland), or Police 'Certificate of good conduct' (outside the UK), in line with the organisation's stringent safeguarding policy.

The Activity Manager is responsible for all off-campus operations and excursions for PLUS participants. The Activity Manager also oversees all on and off-campus activities for participants and is responsible for students' welfare and discipline off campus. The Activity Manager works closely with the activity staff and the Campus Manager to problem-solve issues that arise and deal with emergency situations. The Activity Manager manages a team of Activity Leaders and reports directly to the Campus Manager.

Duties and Responsibilities:

The following is expected of the Activity Manager:

Standard Expectations

- Interact with groups of international high school students and their Group Leaders in a professional, enthusiastic, and customer service-oriented manner
- Be familiar with, adhere to, and enforce PLUS policies and procedures
- Ensure the safety of all participants, including taking them to the hospital, if necessary, and documenting all hospital visits for insurance purposes
- Be familiar with campus-specific information, including everything in the PLUS Manual
- Maintain frequent communication with PLUS staff and management
- Be on call every night for the duration of the program
- Assist with emergency situations, as needed
- Complete all PLUS assessments received during employment period
- Assist in other duties as assigned and as they arise

Supervision

- Assume responsibility for students' welfare and discipline on and off campus
- Directly support the Campus Manager
- Train and oversee all Activity Leaders
- In conjunction with the Campus Manager, create a weekly schedule for activity staff and hold daily staff meetings to ensure that all programme and position needs are met
- Conduct regular performance evaluations of the Activity Leaders
- Motivate the Activity Leaders throughout the duration of the program.

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Off-Campus Operations

- Coordinate, lead, and ensure the proper and smooth execution of all off-campus excursions for PLUS students and Group Leaders, including being available to support all excursions
- Oversee the planning, coordination, and implementation of all off-campus activities
- Communicate regularly with transportation companies to ensure all transportation needs are confirmed and met for PLUS excursions and airport transfers
- Confirm all excursion-related bookings with ticket vendors and off-campus meal providers
- Coordinate all airport arrival and departure schedules; assist the Campus Manager in the execution of participant arrival and departure days

On-Campus Activities

- Oversee the planning, coordination, and implementation of on-campus activities
- In conjunction with the other manager(s), conduct a "Welcome Night" presentation that orients students to the PLUS program
- Attend and participate in talent shows and graduation ceremonies; attend and participate in other on-campus programming as needed

Customer Service

- Liaise with Group Leaders, understanding and addressing their expectations and concerns
- Attend and/or conduct meetings with Group Leaders, as needed
- Schedule and hold daily office hours

Office & Miscellaneous

- Distribute, track, and reconcile all Travelcards, Meal vouchers and other items for distribution
- Responsible for tracking Company spending; reconcile team's spending against weekly bank statements
- Responsible for appropriate use and documentation of company cards
- Oversee PLUS social media and PLUS branding on campus
- Assist in preparing the campus for students' arrival
- Assist in participant check-in and check-out processes, as needed
- Assist in the distribution of packed meals
- Participate in weekly meeting with the PLUS Head Office and other manager(s)
- Fulfil the role of Activity Leader, and be prepared to support the Campus Manager in all CM duties

Qualifications and Desired Skills:

- Native or native level English speaker
- Excellent Organisational and leadership skills
- Flexibility and ability to work in a high-pressure environment Excellent communication and interpersonal skills
- Computer literate
- Authorization to work in the U.K. required

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- Must be 18 years or older
- Bachelor's degree preferred
- Event planning or coordination experience required
- Customer service experience required
- Experience with summer or study travel programs strongly preferred
- International and intercultural experience strongly preferred
- Prior supervisory experience strongly preferred
- Administrative experience preferred

The successful candidate will have strong coordination and organizational skills and be able to work with diverse groups of people in a high-pressure environment. He/she will be detail-oriented, self-motivated, adaptable, professional, enthusiastic, and always have a positive attitude. The successful candidate will also have strong problem-solving, customer service, multi-tasking, communication, management, and interpersonal skills.

Please note that due to post-Brexit restrictions, you must be a UK resident or have UK residency to work in our UK Camps.