

Position Description

Job Title:	Site Manager Camp Wombaroo / Biloela
Department:	Camps
Reporting to:	Head of Camps
Key Stakeholders:	Camps Site Managers, Camps employees, Schools, Students and Participants.
Number of Direct Reports:	5
Location:	Camp Wombaroo NSW
Date Prepared:	19 January 2021

Company Information

The Outdoor Education Group (OEG) is a for-purpose organisation, seeking to make learning outdoors accessible to all young Australians.

We help young Australians realise their personal best by creating experiences in the outdoors to grow their sense of self and the core skills that will help them navigate their future.

We help students grow; we help schools perform. We help parents enjoy more mature, independent children, helping young people become real world ready. From providing industry-leading pre-set courses to fully tailored, curriculum-integrated programs, we connect with schools across the country to bring education outdoors.

Founded in 1984, we employ 400+ diversely talented and experienced staff, and have our own training academy. To date, we have educated and cared for 2 million students (and counting).

OEG is part of a big and brilliant country, and our national presence provides extraordinary experiences for students in some of the world's most diverse and beautiful natural environments.

We need your help to deliver these experiences and impact these young Australians to help them become real world ready.

Your opportunity

As a Residential Campsite Manager within the Department of Outdoor Learning you will be ultimately accountable for all aspects of the campsite operation including hospitality, accommodation, meal service and the delivery of programs that aid OEG to realise the potential to make outdoor learning accessible to more young people.

As a member of The Outdoor Education Group's **Outdoor Education** Directorate and a direct report to the **Head of Camps**, you will:

- Take responsibility for the performance, reputation, and growth of The Outdoor Education Group generally and for the campsite(s) you manage.
- Work collaboratively with your colleagues to support and ensure the coordination of day-to-day activities is being achieved, targets are being met and customers are satisfied.
- Role model passion for the benefits of outdoor education for the development of young Australians.
- Role model The Outdoor Education Group values of respect and taking responsibility for self, others, and the natural world.
- Support the implementation of key strategies and actions that support the achievement of The Outdoor Education Group's strategic vision and objectives.
- Participate in and support the overall work of The Outdoor Education Group.

OEG Core Values

Be pioneering.	We chart new ground by placing the outcome at the centre.
Navigate the journey.	We are rigorous in our preparation and execution
Guide towards exceptional impact.	We empower each other and our customers through our powerful connection to the outdoors.
Amplify the extraordinary.	Together we focus on the positive difference we make for the future.
Skills and Experience	
<p>CAMPSITE OPERATIONS</p> <ul style="list-style-type: none"> • Provide high quality support to existing clients to retain and grow business. • Provide supervisory support to the campsite to ensure smooth operation before, during and after programs. • Manage and maintain housekeeping standards. • Be the ‘face’ of the campsite and ensure all clients feel well hosted. • Ensure the quality and compliance of our product, program, food, hospitality etc. exceeds client expectations. <p>FINANCE AND ADMINISTRATION</p> <ul style="list-style-type: none"> • Manage site budgets as approved by the Head of Camps. • Review site performance against site financial reports • Achieve set KPI’s and identify efficiencies. • Approve accounts payable and raise purchase orders for approved works. • Assist the Head of Camps in financial planning and budgeting for the site. • Understand and provide support to site administrator in quoting, invoicing, and booking clients. <p>LEADERSHIP AND STAFF SUPERVISION</p> <ul style="list-style-type: none"> • Supervise and support your direct reports i.e., Program Coordinators, Catering Coordinator, Maintenance Coordinator, Sales and Office Coordinator. • Provide inspirational leadership to the entire campsite team. • Site based rostering. • Performance appraisals, training analysis and coordination of staff. • Workforce planning and recruitment. <p>COMMUNITY AND STAKEHOLDER ENGAGEMENT</p> <ul style="list-style-type: none"> • Represent the site in the local community. • Represent the interests of the campsite to internal and external stakeholders. <p>PLANNING AND STRATEGY Support the Head of Camps in developing and implementing strategic plans for the campsite.</p> <p>BUSINESS DEVELOPMENT AND CLIENT RELATIONSHIPS</p> <ul style="list-style-type: none"> • Ensure prompt and efficient response to direct enquiries. • Seek out new clients and market segments. • Greet and provide onsite tours. 	

<ul style="list-style-type: none"> • Work with Sales and Office Coordinator to manage guest enquiries. • Manage, respond, and resolve issues with clients to maintain and grow relationships. 	
Competencies	
Teamwork	<ul style="list-style-type: none"> ▪ Actively promotes teamwork to obtain common goals while encouraging individual contributions. ▪ Willingness to share information. ▪ Able to work through conflict. ▪ Willingness to take responsibility for team actions
Communication	<ul style="list-style-type: none"> ▪ Communicates effectively with stakeholders. ▪ Ensures stakeholders have the information they need to make decisions. ▪ Clearly states what is expected from others. ▪ Clearly expresses thoughts and ideas; and ▪ Maintains a constant flow of information.
Decision Quality	<ul style="list-style-type: none"> ▪ Makes good decisions. ▪ Most solutions and suggestions turn out to be correct & accurate when judged over time. ▪ Sought out for advice and solutions. ▪ Seeks various data points to inform business decisions
Problem Solving	<ul style="list-style-type: none"> ▪ Uses rigorous logic and methods to solve difficult problems with effective solutions. ▪ Is resourceful when looking for ways to resolve an issue or source relevant data to understand the problem. ▪ Able to identify root causes
Time Management	<ul style="list-style-type: none"> ▪ Manages own time effectively. ▪ Plans, organises and controls multiple responsibilities and resources to achieve objectives. ▪ Develops and is accountable for work plan and ensures that assigned tasks and responsibilities are accomplished in a timely, cost-effective manner.
Learning agility	<ul style="list-style-type: none"> ▪ Able to use previous experience to guide advice/action for new situations. ▪ Open to change ▪ Strong curiosity and desire to learn. ▪ Willing to experiment and try different ways to find solutions
Key Performance Indicators 3- 6 Measurable	
Financial	<ul style="list-style-type: none"> • Achieve 4% profit margin in 2021. • Identify efficiencies across all areas of the camp.
Leadership	<ul style="list-style-type: none"> • Retain and develop existing team
Operations / Delivery	<ul style="list-style-type: none"> • Achieve positive client feedback across all programs delivered. • Ensure site meets compliance
Qualifications	
<ul style="list-style-type: none"> • Tertiary qualification in related subject desirable (venue/business management etc.) • Current First Aid and CPR • Working with Children's Check • National Police Records Check 	