

**Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.**

<b>Position Title</b>	Camp Manager	<b>Reference:</b> 211013
<b>Function/Department</b>	Admissions, Marketing and Communications	<b>Location:</b> Hong Kong
<b>Manager Title</b>	Director, Admissions and Marketing	
<b>Position Type</b>	Permanent	
<b>Position Status</b>	Full Time	

## Position Description and Objective

Camp Asia operates under the management of Stamford American School Hong Kong and offers a variety of holiday programs for children ages 4-16 in Hong Kong during school holidays.

Originally from Singapore, Camp Asia launched at Stamford American School in Hong Kong in June 2021 with 13 summer program offerings with great success. Camp Asia is now looking for a full-time Camp Manager to run Stamford HK's holiday camp business unit, and support Camp Asia's regional expansion goals. This position offers the incoming candidate an exciting opportunity to grow a newly launched business unit with support of experienced colleagues both in Hong Kong and Singapore. This role allows the incoming applicant the ability to grow skills and knowledge with the role but requires a high level of responsibility, project ownership, critical thinking and internal motivation. The ideal candidate would speak English, Cantonese and Mandarin to facilitate communication with a variety of internal and external stakeholders.

## Responsibilities

### Success in this role is measured by:

- Achieving 75% camp occupancy across the full year with support of management.
- Driving commercial efficiency by optimizing camp margins and schedule.
- Ensuring staffing and resource requirements are fulfilled throughout all camp seasons.
- Delivering camp communications in the timelines promised to families.
- Making Camp Asia HK a safe and happy environment by meeting the high Health & Safety and Safeguarding standards.
- Ensuring campers, parents and staff enjoy their Camp Asia experience as measured by child, parent and staff and child feedback surveys.
- Responding to market demand by opening and closing camp programs
- Working with the line manager manage P and L
- Liaising with finance to best manage budget, resources and revenue
- Seek new partnerships vendors to support camp programs

### Operations and Staffing

- Working with human resource department to recruit staff and vendors and ensure the necessary background checks and safeguard training
- Ensure camp materials are ordered, tracked and stored after camp
- Help to manage general logistics such as registration, room management, bus student dismissal process with the Camp Leaders
- Oversee general camp quality control through program drop-ins
- Check daily and weekly communications are complete

### Marketing and Communications

- Send out pre-camp materials which are comprehensive and concise for all families
- Ensure the daily and weekly camp updates are shared in the correct timeline and maintain a consistent quality standard
- Ensure communication maintain integrity of Camp Asia brand name
- Work with the Stamford marketing team to update website content, social media and plan advertising

### Customer Service

- Answer parent inquiries in English, Mandarin and Cantonese
- Proactively recommend additional camp weeks that are a good fit for families
- Resolve customer concerns or escalate to the appropriate channels

- Feedback major customer feedback trends to camp management team for consideration
- Update daily booking count and flag capacity issues
- Manage camp waitlist and flag opportunity to open new sections
- Follow up on outstanding payments
- Ensure weekly camp attendance sheet and camper name tags are prepared
- Ensure stock of t-shirts, bags and other camp supplies is ordered

## Position Requirements

Candidate must be bilingual English/Cantonese with a preference for trilingual candidates English/Cantonese/Mandarin. A strong customer service background, ability to work independently and ability to problem solve. If working independently while being mentored to grow new skills in a growing business unit excites you, this role is the right fit. Candidates who possess skills at a higher level than outlined in this job description will be considered for greater responsibilities and remuneration.

## Qualifications

- 5 years of related experience such as managing holiday/short course/camp programs, customer service, event or program management, communications or business development.
- University Degree in business management, communications, or other related disciplines.

## Contacts

- Direct report to the Admissions & Marketing Director
- Liaising with Admissions, Communications and Marketing
- Customer facing role

## Working Conditions

- Attractive remuneration package
- Caring School Environment
- Collaborative team with personal growth opportunities
- 5-day work week with extra hours when necessary to meet the team objective

## Terms of Employment

- Working Hours: 9:00 am – 6:00 pm, Monday to Friday
- Probation Period: 3 months from date of commencement
- Referee request: Required
- Background Check: Required

## Safeguarding

The job holder's responsibility for promoting and safeguarding the welfare of children and young people for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding, Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, s/he must report any concerns to the School's Designated Safeguarding Lead or to the Head of School or indeed to the Regional CEO or Safeguarding Manager - Asia so that a referral can be made accordingly to the statutory services.