

NIKE SPORTS CAMPS WELFARE TEAM

JOB DESCRIPTIONS AND PERSON SPECIFICATIONS

- > CAMP DIRECTOR**
- > CAMP MANAGER**
- > CAMP OPERATIONS MANAGER**
- > CAMP LIAISON OFFICER**
- > CAMP LEADER**
- > NURSE**
- > PHYSIOTHERAPIST**

JOB DESCRIPTION - CAMP DIRECTOR

With overall responsibility, the Camp Director will liaise with the teaching, coaching and welfare team to ensure the smooth running of the venue. The Camp Director will work closely with the head office and lead the Senior Management Team on site to create a safe, fun and inclusive environment, closely monitoring the atmosphere and energy on site for both staff and students and will adapt/amend accordingly. The specific requirements are;

1. Provide guidance to all staff, including inductions, regular meetings and performance reviews.
2. Manage the Senior Camp Manager
3. Be the Designated Person for safeguarding children & child protection on site
4. Manage staff rotas, ensuring adequate time off/breaks are given (staff to work two shifts out of three)
5. Sign off all staff shifts at the end of each day via our online management tool 'staff wise'.
6. Deal with any disciplinary cases (both staff and players) in accordance with policies and procedures
7. Manage the relationship with the venue on significant operational matters
8. Plan and prepare the arrival/departure days and oversee the off-site excursion preparation
9. Complete Risk Assessments before the start of each camp
10. Ensure that all relevant documentation from staff is submitted to the Camp Operations Manager each week
11. Deliver the opening and closing presentations with Senior Management Team

PERSON SPECIFICATION - CAMP DIRECTOR

All staff will contribute to the overall smooth running of the camp. Ultimately the safety of children is paramount, and the high standards expected of working with top brands needs to be maintained. We expect high personal standards, friendly, positive and approachable staff who will always remain professional and calm. Staff will be able to handle sensitive situations well, adhering to confidentiality and data protection guidance, have excellent organisational skills, be good role models and be able to contribute to a positive working environment.

THE IDEAL CANDIDATE WILL:

1. Have Senior Management experience in a relevant field i.e. working with children and or on residential camps.
2. Have previous experience in managing staff and supervising children
3. Be an effective team leader and create a positive working environment
4. Experience in dealing with safeguarding protocols to high standard (all staff complete online training)
5. Hold a first aid qualification (desirable, not essential)

JOB DESCRIPTION - CAMP MANAGER

The Camp Manager and team will ensure the experience of the players is the best it can be. The Camp Manager will lead a team of staff and help deliver a fantastic experience for the players, prioritising their safety, welfare and enjoyment at all times.

1. Have overall responsibility for a group of players and staff - typically being the lead member of staff in a boarding house or the lead member of welfare staff for a sport (on sites with multiple programmes)
2. Liaise with staff to deal with any safeguarding and/or medical occurrences and report them through the appropriate channels
3. Assist with registration process and meet and greet parents with their children as they arrive to their accommodation block
4. Attend daily meeting with senior management staff and lead daily meetings with the welfare staff in their team and children in their care
5. Assist the Camp Director in completing staff reviews where required
6. Communicate with the Camp Operations Manager to discuss any updates to information held on the registers regarding children in their care (room change requests/groups changes etc)
7. Shared responsibility for the camp emergency phone during off-peak hours (overnight and weekends)
8. Liaise with Camp Operations Manager regarding the organisation of excursions and lead excursions when required
9. Conduct fire drill in boarding house and complete register and necessary paperwork
10. Be available to manage emergencies and support staff during emergencies, ensuring relevant staff/people are notified
11. Ensure there is adequate first aid cover and equipment in accommodation blocks and on excursions
12. Complete administration of medication course (provided through CMT Learning) to be able to be able to administer medication.

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THE IDEAL CANDIDATE WILL:

1. Have experience in managing a team of staff and supervising children in in educational, sporting and/or residential environments
2. Have experience in dealing with safeguarding protocols to a high standard
3. Have excellent communication skills
4. Hold a first aid qualification (desirable, not essential)

JOB DESCRIPTION - CAMP OPERATIONS MANAGER

The Camp Operations Manager will be responsible for the administration and project management of the programmes. Reporting to the Camp Director, they ensure that all documentation, coordination and planning of the projects are compiled, completed, collated and shared with all relevant stakeholders.

1. Manage player registration and departure days, acting as the lead member of staff on the front desk and completing the check-in and check-out processes
2. Keep an up-to-date record of all participants on site (including staff and visitors)
3. Liaise with the venue partners and Head Office to prepare for following week's camps such as allocating and confirming room configurations, catering numbers and general logistics
4. Maintain, update and distribute all necessary project documentation (coaching and classroom registers, room lists, medical and emergency contacts) and liaise with head office to update any information.
5. Manage all office equipment, restocking and organising repairs where necessary, and signing Company property in and out to staff (e.g. keys/uniform and two-way radios)
6. Oversee the airport arrivals and departures process on site, working with the airport transfers team to ensure travel arrangements are correct and dealing with any issues should they arise
7. Manage communications with transport providers, off site venues and Head Office regarding the logistics and planning for excursions each week
8. Record staff, bedroom, facility and finance logs and report to Head Office each week
9. Work with the Camp Director to ensure incident and accident forms, health and safety reports, and any other camp documentation is up to date and filed correctly

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THE IDEAL CANDIDATE WILL:

1. Have administrative and/or event management experience
2. Excellent communication skills
3. Be calm under pressure
4. Maintain excellent attention to detail
5. Have customer service experience (dealing with phone and email enquiries)
6. Have an understanding of confidentiality and data protection issues
7. Have advanced computer skills, (experience working with databases and online CRM systems desirable) and the ability to learn quickly.
8. Be able to prioritise workload effectively and demonstrate excellent organisational skills

JOB DESCRIPTION - CAMP LIASON OFFICER

The Camp Liaison Officer will be responsible for the communications and office management on site at the programme venue. Working with the Camp Operations Manager and reporting to the Camp Director, they ensure that all communication via phone and email is dealt with accordingly along with taking the lead on a number of administrative tasks and ensuring that the office is well organised.

1. First point of contact for the venue office, responsible for camp communications via phone and email and ensuring relevant departments and stakeholders are kept up to date with messages and information.
2. Co-ordinate the coaching assessment forms, English reports and certificates are completed and distributed to the children each week before they leave
3. Assist the Camp Operations Manager with player registration and departures days on the front desk, completing check in and check out processes
4. Assist camp operations with inventories for (but not limited to) camp shop, uniform and branding.
5. Be responsible for the organising and logging of camp lost property.

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THE IDEAL CANDIDATE WILL:

1. Have administrative experience
2. Excellent communication skills
3. Be calm under pressure
4. Maintain excellent attention to detail
5. Have customer service experience (dealing with phone and email enquiries)
6. Have an understanding of confidentiality and data protection issues
7. Be able to prioritise workload effectively and demonstrate excellent organisational skills

JOB DESCRIPTION - CAMP LEADER

The key role for a Camp Leader is to help ensure the welfare and safety of all players on camp and on excursions. The role will require you to supervise players between sports and lessons, and at mealtimes, in the boarding house and during the evenings.

1. Contribute to a safe and positive environment which supports players' learning whilst having fun
2. Guide players through their week on camp, ensuring that they are in the right place at the right time and enjoying their experience with us
3. Complete and submit relevant paperwork for any player welfare issues that arise such as medical, homesickness or security problems
4. Assist senior staff during meetings to build rapport, check welfare and manage the discipline of players in your care
5. Meet and greet players and parents and show to rooms in accordance with registration procedure
6. Be a point of contact during the night for any emergencies and wake players up in the morning
7. Along with the rest of the welfare team, supervise players during free time and organise evening activities
8. Help manage the storage of players' valuables in 'The Bank'
9. Supervise players on excursions
10. If required, assist the airport staff teams at either Heathrow or Gatwick on arrivals/departures days.

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THE IDEAL CANDIDATE WILL:

1. Have previous experience in supervising children in an educational/sporting environment.
2. Hold a first aid qualification (desirable, not essential)
3. Speak one or more foreign languages (desirable, not essential)

JOB DESCRIPTION - NURSE

The nurse will be a part of the wider welfare team on site and oversee the welfare of the players with regards to injury and illness. The nurse will be responsible for the storage, administration and record keeping of players' medication and provide support and guidance to all staff when dealing with injuries and illnesses. They will provide drop-in clinics and support the physiotherapists providing pitch side physiotherapy and Injury support during coaching sessions when required. Be responsible for the storage and administration of players' medication

1. Lead the medical team in providing first aid and medical assistance to players on the camp
2. Run regular drop-in clinics for players
3. Be responsible for keeping an up-to-date record of all illnesses, injuries and administered medication each week and provide a weekly summary report to head office
4. Communicate and liaise with Camp Managers to pass on relevant information about players in their care on a need-to-know basis
5. Be the designated first aider on site
6. Manage the medical equipment and medication, keep a record of supply usage and ensure there are adequate stocks. Re-stock when necessary
7. Provide support and guidance to all staff when dealing with illness and injury
8. As needed, support the camp managers with communication in regard to wellbeing, illnesses, injuries and any treatment plans in place

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THE IDEAL CANDIDATE WILL:

1. Have medical experience - qualified nurse
2. Hold appropriate qualifications and membership to professional regulatory body (ie HPCP membership)
3. Have previous experience working in a professional capacity with children
4. 5. Be proactive to any unforeseen medical situations which may arise on camp.

JOB DESCRIPTION - PHYSIOTHERAPIST

The physiotherapist will be a part of the medical team on site and look after the welfare of the players with regards to injury. They will provide pitch side physiotherapy and injury support during coaching sessions along with being a part of the medical team supporting the nurse with the storage and record keeping of players' medication.

1. Provide first aid and physiotherapy to players on the camp
2. Run regular drop-in clinics for players to help injury prevention and management
3. Support the nurse in being responsible for the storage of players' medication
4. Be responsible for keeping an up-to-date record of all injuries each week and provide a weekly summary report to head office
5. Communicate and liaise with Camp Managers to pass on relevant information about players in their care on a need-to-know basis
6. Be a designated first aider on site
7. Assist in the management of medical equipment and medication, keep a record of supply usage and ensure there are adequate stocks. Re-stock when necessary
8. Provide support and guidance to all staff when dealing with injury
9. As needed, support the camp managers with communication in regards to wellbeing, illnesses, injuries and any treatment plans in place

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THE IDEAL CANDIDATE WILL:

1. Have medical experience
2. Hold appropriate qualifications and membership to professional regulatory body (ie Physiotherapy qualification & HPCP membership)
3. Hold appropriate public liability insurance
4. Have previous experience working in a professional capacity with children