

Operations Manager

Position and reporting line	Directors		No of Direct Reports	Four
Purpose of role	<ul style="list-style-type: none"> To take day to day responsibility for all aspects of the running of the campsite Escalation point for staffing and customer service issues Allocation of work tasks, including maintenance Proactively interact with customers ensuring they have the best possible holiday. 	<ul style="list-style-type: none"> Monitoring of customer feedback Proactively improving the campsite Introducing new elements Front of House, Cleaning and helping in the kitchen as necessary. 		
Key relationships	Internal <ul style="list-style-type: none"> Other Treveague Campsite Staff Directors 	External <ul style="list-style-type: none"> Guests and Suppliers 		
Key Responsibilities	<ul style="list-style-type: none"> Oversee daily operations and ensure a smooth running campsite Manage and motivate a team of dedicated staff Maintain high standards of customer service and satisfaction Ensure compliance with health, safety, and environmental regulations Optimize campsite efficiency and profitability 	<ul style="list-style-type: none"> Liaison with the Head Chef to ensure smooth running of the Kitchen & Café. Recruitment of staff Day to day marketing of the campsite and collection of social media content Talking with guests and making recommendations to them to ensure that they the best holiday possible. 		
Skills and Abilities	<ul style="list-style-type: none"> Strong leadership and organizational skills Excellent communication and interpersonal abilities Ability to work under pressure and adapt to changing circumstances Taking time out to chat to guests Fun and Friendly Passion for the outdoors and a commitment to providing exceptional guest experiences 	<ul style="list-style-type: none"> Compulsory Level 2 food hygiene certificate 		
Experience, Knowledge and Personal Attributes	<ul style="list-style-type: none"> Proven experience in campsite management or a related field 			
Salary details	<ul style="list-style-type: none"> £15 per hour for Management role 			

Role Information

Main contract terms	Item	Description
	Duration	The campsite is opening on 18th April 2025 so the positions start on or around 11th April. The campsite is provisionally closing in mid September when the position will end.
	Hours	A rosta system is operated for each week. On average over the duration of the contract there will be 40-47 hours per week, but this depends on the roles applied for and the occupancy of the campsite. We have prepared this pack to give guidance on the roles, but everyone who works on the campsite is expected to undertake any of the roles listed here as necessary.
	Days off	Each role is 5 days on and then 2 days off generally during the week.
	Holidays	28 days pro rata paid holiday off. Generally most people want this paid at the end of the contract, but paid time off during the contract is of course available.
	Rate	Each position has a different rate, but we pay above the living wage.
	Notice period	2 weeks
	DBS checks	These positions will require a basic DBS check.
Notes	<ul style="list-style-type: none"> • A staff discount is available for the purchase of food • Tips are to be shared equally amongst all staff who have worked in the Café pro rata on an hours worked basis • Tips will need to be declared as necessary to HMRC • Staff under 18 years old can not sell alcohol in the shop 	
Accommodation	<p>You must have your own Motorhome, Campervan or Caravan and we will provide one of our more sheltered pitches suitable for a campervan, motorhome or caravan for the duration of employment. We will include electric, water, WIFI and laundry for no additional cost, subject to our fair use policy.</p> <p>The weather in Cornwall can be variable so a tent would not be appropriate accommodation.</p>	