



Management Team 2022

— **CAMP MANAGER, OYAMBRE** —

About Us

Star Surf Camps started with one small surf camp in France during the summer of 2010 and has since expanded across Europe, proudly welcoming back guests and returning staff year upon year. At Star we offer a unique surf and yoga trip experience that prioritises community, inclusivity, and unlimited levels of stoke. Whether a newbie frother or an expert shredder, ocean- and nature-lovers from all around the world find themselves at Star season after season to share party waves (and parties) with fellow solo travellers, families, friends, colleagues and students alike. It's a place for everyone - no matter age, background, language or surf level.

With a choice between basic camping tents, shared bell tents with individual mattresses, private luxury tipis with electricity and brand-spanking new motorhomes, the experience can be tailored to each individual's needs and "camping trip" expectations. Whichever roof (or canvas) our guests choose to lay their salty heads and surfed-out bodies beneath, everyone – staff included – will have an invitation to join our activities and events. From volleyball tournaments to skate jams, wine and cheese nights to day trips in Biarritz, open mic performances to creative workshops, there's something for everyone.

Summer 2022

Applications have now officially opened for our **2022 Management Team**. To guide this team of bright and brilliant individuals, we are recruiting a **Camp Manager** for our surf camp in Oyambre, Northern Spain. Considered one of our smaller destinations, here both regular and deluxe guests are encouraged to come together in a shared social space. The camp is located a 10 minute walk from the beach.

In Oyambre the **Camp Manager** welcomes an average of 40 (max 60) guests per week. Your focus is on overseeing daily operations by supervising and supporting the Management Team. Your objective is to create a consistently operational camp, upholding quality and striving to improve guest experience week on week.

The Essentials

- Dates:
 - **Oyambre:** End of May - late September (must be available for the full season and training prior).
 - + Availability in March to help select your team from a shortlist.
 - + Flexibility to get in touch with team members before arrival.
- Languages: English and Spanish
- EU drivers licence essential: Yes
- Minimum age: 24 years
- Vaccination status: Double-vaccinated with booster preferred, but not mandatory.



Key Characteristics:

<i>Natural leader</i>	<i>Organised</i>	<i>Accountable</i>	<i>Solution-oriented</i>
<i>Very hard-working</i>	<i>Time-management skills</i>	<i>Takes responsibility</i>	<i>Glass half-full attitude</i>
<i>Great people skills</i>	<i>Communicates clearly</i>	<i>Punctual and flexible</i>	<i>Quick thinking</i>
<i>Calm and stress resilient</i>	<i>Delegates efficiently</i>	<i>Proactive and adaptable</i>	<i>Problem-solver</i>

The role also requires good computer skills with experience using Google Drive and Excel/Spreadsheets/Numbers.

Overview:

You are the overall responsible of the surf camp. It is your responsibility to ensure each department is fully functioning and that all managers have the right tools to perform their daily tasks to the best of their ability. As a successful Camp Manager you will guarantee the smooth operation of the camp; comfortably handling day-to-day challenges, naturally thinking on your feet and acting promptly when urgent issues arise. As a role model to the wider team – and with a *go-get-it* attitude – you will motivate, inspire and encourage outstanding work ethic and team-spirit, creating an unbeatable camp environment and memorable experience for both staff and guests alike. You strive to receive positive feedback week on week and are able to apply criticism in a constructive way to the benefit of the business with company objectives in mind.

Responsibilities:

- Training, guiding, supporting and managing your Management Team to a level that enables them to train and manage their own teams with ease and efficiency;
- Maintaining and pushing the quality of services provided at the camp;
- Managing finances by counting incoming cash, preparing off-loads and completing weekly reports;
- Managing the budgets by ensuring all departments remain within their allocated amounts and are reporting on expenses accordingly;
- Preparing weekly payroll for your team and utilising the reward system;
- Maintaining staff morale and organising staff events to boost spirits;
- Organising and understanding all arrival information once completed by the office, calculating guest numbers and informing corresponding departments when the information is live for them to access.
- Coordinating a smooth change-over day, giving departing guests a good send-off and arriving guests a warm welcome;
- Socialising with guests to gauge their customer satisfaction levels and address any concerns before they develop into complaints;
- Gathering, reviewing and summarising weekly feedback forms into a weekly report to share with the Management Team;
- Hosting weekly meetings with the Management Team as well as the wider team;
- Meeting (virtually) with the owners of Star Surf Camps and the Moliets Camp Manager on a weekly basis to discuss incoming cash reports, feedback and any issues you are dealing with;
- Solving any problems arising at the camp that may surpass the individual camp heads, e.g. recruiting for replacement of staff;
- Adapting to unforeseen circumstances, coming up with solutions and jumping in where needed;
- Liaising with the campsite, including submitting weekly guests lists (Spanish language is important here);



Summary

- You play a fundamental part in the structure of the Management Team and demonstrate responsibility and accountability at all times.
- You liaise with the Head of Team, Head of Kitchen, Head of Reception, Head of Maintenance, Head of Surf, the yoga team and the entertainment staff on a daily basis. You understand that a successful season is dependent on clear communication, collaboration and support across all departments.
- You understand that the camp life journey comes with many unexpected bumps in the road. Your workload includes but is not limited to the tasks above and will therefore fluctuate from week to week.
- You recognise that there is a level of flexibility expected from the Management Team to work together in order to absorb any additional tasks as required.
- You agree that absence or illness within your team will require you to cover if necessary;
- You lead by example, remaining calm and demonstrating stress-resilience at all times.
- You monitor and uphold campsite rules and ensure both guests and staff respect the noise curfew.
- You are a true team player and strive to achieve 5* feedback week after week.
- You promise to have an absolute blast, surf your heart out, spread the stoke and never forget your season with the Star Surf family!

The Benefits

- Training prior to camp opening (dates TBC)
- Support from the Moliets Camp Manager and office team throughout the season;
- A Spanish working contract and monthly salary
- 1 day off per week;
- 7 breakfasts, 7 picnic lunches and 5 dinners per week;
- Private tent with mattress;
- Invitation to the surf camp activities;
- Staff discount on day trips, bar and merchandise;
- Free use of the surf and yoga equipment and possibility to join the lessons (subject to availability).



Management Team 2022 Application Form

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Please email the following information to jobs@starsurfcamps.com :

1. **A 2 minute video (attached via Google Drive with free access) describing:**
 1. Who you are and which role you are applying for;
 2. What makes you the perfect candidate;
 3. And why you wish to work for Star Surf Camps.
2. **Your CV written in English**
3. **This application form (saved as: Name Surname | Camp Manager 2022 Spain)**

Name:	Nationality:
Age:	Languages:
Telephone:	Email:

Please mark [X] where appropriate:

[] I am fluent in at least 2 languages (one of which is English).

Please describe your level of Spanish _____

[] I am double vaccinated and have received a booster jab (preferable)

[] I am double vaccinated only (acceptable)

[] I am not vaccinated.

Do you have a smartphone with mobile data to enable you to communicate in France/Spain? YES / NO

Please note; this is essential for the job, since all communication with the team happens via WhatsApp.

Do you have a valid European driving licence? YES / NO

- How many years have you been driving for? _____ YEARS

- Do you have previous experience with transfers? YES / NO

- Do you have previous experience of driving in Europe? YES / NO

Do you use Social Media? YES / NO

If YES, please specify:

- Facebook name: _____

- Instagram handle: _____

- Other (blog, twitter, etc.) _____

loving life



info@starsurfcamps.com 

+ 44 20 8133 5337 

@starsurfcamps 

In accordance with the job description above, please write a letter of motivation detailing relevant experience that supports your application as **Camp Manager**.

Due to the amount of applications we receive, please understand that we are unable to respond to each applicant individually. Successful applicants will be contacted by one of our team members.

We will likely start our recruitment from the end of January through to mid March.

Thank you & best of luck!
Your Star Surf Camps Team