



## Management Team 2023

### — HEAD OF RECEPTION —

#### 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 2023

Applications have now officially opened for our **2023 Management Team**, with job opportunities at our camps in both South-West France and Northern Spain:

Moliets-et-Maa, France is home to our largest and most well-known surf camp. Situated at the heart of a vast plot surrounded by pine forest, the Main and Deluxe Camps are just a 20 minute walk (or a 3 minute cycle) from the beach.

1. **Head of Reception, Main Camp, France:** You are responsible for the administrative services concerning 160 guests per week on average. In doing so, you will simultaneously compile and manage the data and bookings information for the guests of both our Main and Deluxe Camps.

The Oyambre Surf Camp is considered a slightly more chilled experience, where both regular and deluxe guests come together on a smaller campsite with a shared social space. The camp is located a 10 minute walk from the beach.

2. **Receptionist, Oyambre, Spain:** You are responsible for the administrative services concerning 40 (max 60) guests per week.

#### The Essentials

- **Dates for Moliets:** Mid May - late September;
- **Dates for Oyambre:** Early June - late September
  - + Including some general build up prior to season to help set up the camp facilities.
  - + Flexibility to spend time getting in touch with team members before arrival.
- Languages: English + 1 other language (French/Spanish preferred)
- EU drivers licence essential: No
- Minimum age: 24 years



## **Key Characteristics**

### **Great people skills**

*Excellent communication  
Calm and stress resilient  
Team-player*

### **Organised**

*Time-management  
Hard working and flexible  
Eye for detail*

### **Accountable**

*Responsible  
Punctual  
Proactive*

### **Solution-orientated**

*Glass half-full attitude  
Quick thinking  
Problem-solver*

The role also requires good computer skills - experience with Google Drive, Excel/Spreadsheets/Numbers would be very beneficial. Note; no experience with booking systems is required. All booking information is collated in spread-sheets updated weekly. Full training will be provided at the beginning of the season.

## **Overview**

As the Head of Reception, you are in charge of our administrative services which includes managing and understanding the weekly booking information, allocating guests to tents, maximising our camp occupancy, and arranging guests' transfers to and from the camp. You are the person who makes the first and last impression on our guests and throughout the week you and the receptionist will address any queries that guests may have. You liaise with our central booking office on a daily basis and you ensure that any changes to booking information is clearly communicated across all departments at camp. You will also be in charge of a small team of staff who will help you conduct these tasks, including a receptionist and transfer drivers.

## **Responsibilities**

- Providing excellent customer service by being the friendly face at reception, helping people with their queries, handling complaints and being the brain behind the bookings system;
- Running multiple reception shifts, including the full check-outs and check-ins on Saturdays, the Friday morning and evening shifts, the Sunday morning shift and 3 reception shifts throughout the week;
- Managing and scheduling a small team of staff, including 1 receptionist and several transfer drivers;
- Hosting meetings to check-in with your team and create an enjoyable work environment, providing support where needed;
- Reviewing, querying and understanding weekly guest arrival information such as transfer details, type of package, dietary requirements, outstanding payments, yoga and surf bookings etc;
- Daily liaison with our central booking office concerning booking related queries and last-minute bookings.
- Liaising with relevant departments when bookings change mid-week to ensure the camp is prepared, e.g. Head Surf coach knows a guest has added lessons; Head chef receives updated guest numbers and dietary requirements; Head Teamer gets an extra tent prepared.
- Maximising camp occupancy by allocating guests to tents as efficiently as possible whilst keeping customer experience at the forefront of your decision making;
- Accounting for all incoming cash through reception and ensuring guests pay all outstanding payments;
- Weekly financial reporting of purchases made within your department, scanning and uploading receipts;
- Managing weekly arrivals and departures by gathering information from guests, creating efficient transfer schedules and communicating transfer times and locations to guests;
- Managing the use, cleanliness and quality of our transfer vehicles and ensuring the fuel tank is full;
- Gathering guest feedback to review and adopt in your weekly routines;
- Upholding campsite rules and ensuring both guests and staff respect the noise curfew.
- Preparing for the weekly Management Meeting and collating feedback forms for the weekly team dinner.



## **Summary**

- You report directly to the Camp Manager who will support you throughout the season..
- You play a key part in the structure of the Management Team and are expected to show responsibility and accountability at all times.
- You liaise with the Heads of Team, Head of Kitchen, Head of Entertainment and Head of Maintenance 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 recognise that absence or illness within your team will require you to step up and 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 and support from management throughout the season;
- A French working contract and monthly salary;
- 1 day off per week;
- 7 breakfasts, 7 picnic lunches and 6 dinners per week;
- Private Bell Tent with mattress;
- Invitation to the surf camp activities, including our weekly wine & cheese night;
- 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 2023 Application Form

### — HEAD OF RECEPTION —

Please email the following information to [jobs@starsurfcamps.com](mailto: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 | HO Reception 2023 France/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).

I'd like to apply for:

- [ ] **Head of Reception, Moliets, France**  
 [ ] **Head of Reception, Oyambre Camp, Spain**

I am available from \_\_\_\_\_ until \_\_\_\_\_

Do you have a smartphone with mobile data to enable you to communicate in France? 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: \_\_\_\_\_

- Others (blogs, twitter, etc.) \_\_\_\_\_



Based on the job description above, please write a letter of motivation below detailing relevant experience that supports your application as **Head of Reception**.

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 our Camp Manager.

**We will begin reviewing full-season and build-up applications from the end of January and aim to finalise our selection by March.**

**Part-season roles will be released mid-February and the majority will be finalised by May.**

**We will continue to accept and review part-season positions throughout the summer.**

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