

TECS Summer Camps

Job Title: Assistant Director

Responsible to: Ast. Director of TECS Camps,
Director of Parental Communication and Director
of TECS Camps.

Responsible for: Welfare Coordinators, Nurse and
Camp Drivers and at times all staff.



Assistant Director: Job Purpose

1. To head the welfare network, providing emotional support for campers to ensure their camp experience is the best possible.
2. To run the parental communication network, ensuring that parents are frequently and effectively informed about all important issues regarding the camp experience of their child.
3. To oversee the organisation and quality of all sub contracted suppliers. This includes extra activities, like sailing, done off camp and also on site based suppliers, like: maintenance, cleaning and catering.
4. To ensure that all pick ups and drop offs and all other driving tasks are carried out by Camp Drivers.
5. To update and distribute all the camp lists to staff and suppliers.

Job Outline/ Job Tasks

WELFARE

1. Monitor, manage and give assistance and advice to the Welfare Coordinators.
2. Hold daily meetings with Welfare Coordinators to collect paperwork and devise plan of action for “problem” children.
3. Make follow up calls to concerned parents, daily as needed.
4. Ensure all paper and database work of welfare and discipline issues are kept updated on a daily basis and that all important welfare or health issues are input into the database “incidencias”.
5. Monitor and supervise the camp nurse in all areas of their work. Meet daily with nurse to discuss any health problems of children. Pass information on to relevant people.
6. In smaller camps Ast Directors may have a more hands on role with welfare depending on the individual camp structure.
7. Carry the camp emergency mobile at all times, except when off duty when it must be with the Camp Director, and be responsible for attending to any calls on this mobile at any time.

PARENTAL COMMUNICATION

1. Attending to all calls on the “important matter’s” mobile.
2. Keeping records of all phone call issues on the tecs database. Passing on TEFL and programming queries to Camp Site Director to deal with in their call out time.

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3. Passing on important information raised by parents to relevant personal: Welfare Coordinators, Activity/TEFL Coordinators and if needed to staff members.
4. In coordination with Camp Director/Welfare Coordinators and Nurse, ensure that parents are informed of all serious welfare, discipline and health issues as soon as is possible.

SUPPLIERS: EXTRA ACTIVITY and CAMP SITE (second is in coordination with Camp Director)

1. Do daily checks of camp site to check for maintenance and cleaning problems.
2. Communicate daily to maintenance jobs needing done and oversee that they are completed.
3. Do daily checks of camp site, checking that areas have been cleaned and broken things repaired.
4. Communicate daily with cleaning staff on problems and oversee that they are completed.
5. Monitor camp meals and give kitchen daily feedback on success/quality of the food.
6. Meet weekly with kitchen and cleaning/laundry responsables as required.
7. Monitor the daily taking of staff and camper laundry and deal with situations of loss and damage to clothing as a consequence of the laundry.
8. In coordination with maintenance, oversee the final tidy up duties of camp and oversee the close down of the camp site. (This will involve working three days longer than other camp staff.)
9. Ensure the quality of all extra activities, visiting them when necessary and giving them feedback on the service provided.
10. Manage the extra-activity monitors in all areas of their extra activity responsibilities.
11. Pass on update lists to both extra activity suppliers and monitors, informing them of all changes as they happen.

PICK UPS AND DROP OFFS and DRIVING

1. Oversee the pick ups and drop offs done by the camp drivers and, if needed, by maintenance or camp staff.
2. Daily give information to drivers about supplies that need to be bought or picked up in El Puerto, this should be done in coordination with the Camp Site Director.
3. Daily inform drivers of driving schedules for non-multi-activity transfers.
4. Oversee the loading and unloading of kids from non multi-activities, ensuring the responsible staff have up to date lists of children doing non multi-activities.
5. In situations of need, act as a camp driver.

CAMP LISTS

1. Make changes to lists as they occur, changes of: age groups, bedrooms, arts and crafts and sports groups and colour teams.
2. Ensure all non-multiactivity lists are produced weekly and that numbers are passed on to all extra activity suppliers and responsible monitors.
3. Ensure the kitchen has up-to-date lists of all dietary issues and all food requirements weekly.
4. With Camp Director, allocate staff to excursions and arrival and departure assignments.

TRAINING WEEKS AND PREPARATION OF CAMP

1. Take part in meetings held before the start of camp.
2. Run the welfare and nurse side of the mid management's training weekend.
3. Familiarise yourself thoroughly with all parts of the job before the start of staff training.
4. Run driver's and parts of camp support training programme.
5. Run the extra activity monitors training in the extra activity area.
6. Run any parts of the training week as assigned.

OTHER GENERAL DUTIES

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1. Represent the camp in a positive manner at all times.
2. Before each arrival and departure day, in coordination with maintenance staff and camp director, ensure the camp site is properly prepared for the arrival of parents and children. Also carry out admin jobs in preparation for the said days.
3. On Arrivals, oversee all admin “check ins”, communicating with parents and dealing with problems that arise. After arrivals, input “check ins” into database and be responsible for coordinating late arrivals.
4. On Departures, oversee admin “check outs” and coordinate tidy up duties.
5. Carry out administration tasks for the weekend excursions (with Camp Director).
6. Meet daily with Camp Site Director to inform them about job progress and ask for assistance as needed.
7. In coordination with maintenance and camp director, oversee the final tidy up duties of camp and oversee the close down of the camp site. (This will involve working to the three days longer than other camp staff.)
8. Communicate daily with cleaning and maintenance staff on problems and oversee that they are completed.
9. Monitor camp meals and give kitchen daily feedback on success/quality of the food.
10. Meet weekly with kitchen and cleaning responsables.
11. Monitor the daily taking of staff and camper laundry and deal with situations of loss and damage to clothing as a consequence of the laundry.
12. At weekends lead one of the excursions: being responsible for running the excursion, managing all staff and ensuring the safety of the children at all times.
13. Assistant Director must make sure that all Welfare Coordinators use Spanish appropriately and address issues with them when it is being inappropriately used.
14. Reading the camp manuals, <http://www.tecs.es/employment/>, and familiarising yourself with all areas of the camp before your arrival.

Job Review and Performance Management

Regular feedback will be provided from the Ast. Director of Language Camp about job performance and objectives. Also the Director of TECS Language Camps will also be available at any time to discuss any concerns or problems that may occur.

BENEFITS OF WORKING ON A TECS SUMMER CAMP

- ★ Ambience of summer camp environment- team work and spirit!
- ★ Fulfilment of working with kids and of managing people in that environment.
- ★ Professional and personal development
- ★ Friends from around the world.
- ★ Sun and fun!

TECS PROVIDES:

- ★ Staff uniform- enough so you won't have to rewash them yourself!
- ★ Staff events- weekend trips, sport and game competitions during camp.
- ★ Management Bonding Meal before camp starts and two or three reward meals at end of summer.
- ★ Management Thank You event on one of the days after camp has ended.
- ★ Staff final meal – these are big things and for many staff the highlight of the summer so **DON'T LEAVE CAMP UNTIL THE DAY AFTER WORK FINISHES.**
- ★ Knowledgeable year round central office management. The top management were ALL once staff members and mid-management themselves at one point.
- ★ Supportive management structure.
- ★ Guiding hand on the rewarding path to professional development and personal development.

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PERSONAL SPECIFICATION

EXPERIENCE

1. Preferred experience of administration like work, but not required if candidate has a good knowledge of computers and modern computer programmes.
2. Experience of working alone and being responsible for completing important tasks with limited support or supervision.
3. Experience of working in a fast moving environment where stress levels can at times be very high.
4. Experience of dealing with emotional problems of Spanish children and parents.

QUALIFICATIONS

1. University qualified applicants preferred.
2. Applicants with recognised qualifications in English, First Certificate and above, will be looked upon favourably.

KNOWLEDGE/SKILLS

1. Competent knowledge of Microsoft Office package and preferred experience of using Databases.
2. First class interpersonal skills, with ability to communicate effectively with: fellow employees, parents and children in both English and Spanish.
3. Very high level of oral and written skills including persuasion, negotiation and advocacy.
4. The ability to manage continually conflicting priorities in a high pressured environment.
5. High energy levels and a young but responsible and mature outlook on life and work.
6. Fluency in Spanish and a very high level of English and a good knowledge of the culture and customs of both countries.

OVERVIEW

Perspective candidates should be young (or young at heart) but also mature and responsible. Candidates must speak fluent Spanish and have a very high level in English. They must also be prepared for the rigors of camp life that mean that the job is anything but 9-5 living. They must be prepared to sleep on the camp site and be full of energy in order to meet the extraordinary demands of camp work. Candidates should be ambitious and have a keen interest in utilising and developing organisational and people skills in a fast moving, dynamic environment.

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STATEMENT OF WRITTEN PARTICULARS

(Contracted Assistant Directors **may** be asked to attend a training weekend in May. All expenses will be covered by TECS. If they will miss parts of management training week, they **may** also be required to attend a training day on the Friday before the training planning weekend).

- **Pre Camp Training Weekends:** Training Planning Weekend: 8/9th May.

- **Commencement of Work:**
 - Arrive on Sunday the 20th of June 2010.
 - Management Training: 21st -27th of June (run by TECS Central Office).
 - Staff Training Week: 28th July to 3rd July (run by Camp Management)
 - Camp Work Start Date: 4th July (camper's arrival).¹

(TECS may be able to be flexible with the commencement of work date and candidates who have contracts which end later in June should not be put off applying, however they should mention on their application their earliest possible start date).

- **Finish of Work: (all at end of stated day)**
 - **All Camps (except Family Camp) – not all camps have Ast Directors: check with TECS.**
 - 4th of August 2010²
 - **FAMILY (Puerto)**
 - 1st of September 2010³

- **Location of Central Office:** TECS Summer Camp (El Centro Inglés)
(arrival for training weeks at this venue) Crta. De Fuentebravia, Km 1 Apdo.
Correos 85
11500 EL PUERTO DE SANTA MARÍA
Cadiz (Province)
Tel: 956 853 000
Fax: 956 860 553
Email: tecscamp@tecs.es
Web: www.tecs.es

- **Position:** Assistant Director

- **Wage: (for stated contract length as above and all are NET figures).**

○ Staff Training Week ⁴ :	200€
○ Four week camps (all except Family Camp)	1250€
▪ TOTAL with training week included:	1450€
○ FAMILY (Puerto):	2500€
▪ TOTAL with training week included:	2700€
○ Director's Work Bonus: ⁵	
▪ FOUR WEEK CAMPS:	175€(Ex), 100€(VG), 50€(G)
▪ FAMILY CAMP:	300€(Ex), 200€(VG), 100€(G)

- **Other Conditions**
 - Accommodation throughout contract length.
 - All meals throughout dates, 28th June – 31ST July/28th August, and most but not all during other dates.
 - All as stated above in "benefits of the job".

¹ As this is start of camp, this is the start date which will appear on Spanish contracts.

² Directors work a few days longer than all other staff to ensure correct tidy up of camp. There is also a Director farewell thank you meal on night of the last day of work.

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⁴ All management staff receive 200€ for running staff training week and to cover for the 2-3 meals during management training week or after their contract, with Directors, which are not provided by TECS because the camp kitchen is not fully operational during management training week and after the departure of the campers. This amount can be received either at the end of staff training week or at end the contract if the employee does not specifically ask for it to be paid at the end of training week.

⁵ This is a performance based bonus. The bonus given is linked to our reference grading structure. First bonus below is for work being judged as excellent, second for very good and third for good. No bonus is provided for satisfactory or unsatisfactory reference gradings.

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HOURS OF WORK:

The hours of work for an Assistant Director are not set and are instead dictated by daily events. All candidates should be prepared to have an open work schedule and be prepared to work long hours, particularly in the initial stages of camp, to get jobs/tasks finished. Daily time off, will be dictated by the individual day as stated, but when possible will usually be taken during the sports sessions and/or in the evenings. The Assistant Director will have one day of each week at the weekend. The Assistant Director will be the on site responsible every second evening and be required to be on site all night on these days. All staff are also always required to stay on site at night on pre-departure Fridays and on all Sundays.

PRE-INTERVIEW READING FOR AN ASSISTANT DIRECTOR

Any candidate that is asked to do an interview for any TECS position will be asked to do some pre-interview reading. The reason for this is to allow the candidate to be as fully informed about the position as possible allowing them to display this knowledge gained about the position during the interview and also, perhaps more importantly for the candidate, allow them to check the position is really right for them (not all of us suit summer camp work!).

All manuals can be accessed at www.tecs.es/employment in the log in box in the right hand corner. If you were invited to do an interview, you would receive the log in and password in the interview email.

An Assistant Director candidate is required to read the following prior to an interview:

- Director Manual (read in detail chapter 1&2, review closely chapter 3&4)
- General Manual (review all and read chapter 4 in detail)
- Issues Manual (review all)

READING IN EVENT OF A CONTRACT OFFER

Any person contracted as an Assistant Director is required to read all the following manuals before coming to camp:

- Director Manual (all in detail)
- Coordinator Manual (all in detail)
- General Manual (all in detail)
- Issues Manual (all in detail)
- Excursion Manual (general notes in detail and review individual Excursion write ups)
- Circular (all in detail)
- Drivers Manual (all in detail)
- Arrival and Departure Manual (all in detail)
- Catering Manual (all in detail)
- Cleaning and Guard Manual (review)