



FELSTED SCHOOL JOB DESCRIPTION

Holiday Club Manager

The Role

Accountable to: Global Operations Director

Accountable for: Seasonal staff

Campus: Senior and Prep

Full-time, with additional hours during Holiday Club delivery periods

The Holiday Club Manager will lead the development, growth and successful delivery of Felsted's Holiday Club provision for children up to the age of 11.

This is an exciting opportunity to develop a high-quality, sustainable and commercially successful holiday provision for children and families, initially focusing on the summer school holiday and with opportunities to expand the service over time.

The Holiday Club Manager will have responsibility for the planning, staffing, safeguarding, operational delivery and continuous improvement of the Holiday Club. The role will also have a strong commercial focus, identifying opportunities to increase participation, develop new services and strengthen relationships with parents and the wider community.

The successful candidate will work closely with the Global Operations Director and colleagues across Felsted Prep School and the wider School to ensure that the Holiday Club reflects Felsted's values, provides an outstanding experience for children and families, and makes effective use of the School's facilities and resources.

Role Responsibilities (illustrative, not exhaustive, list)

Holiday Club Development and Strategy

- Lead the development of Felsted's Summer Holiday Club provision.
- Develop an annual programme of holiday provision across relevant school holiday periods.
- Identify opportunities to expand the range, frequency and capacity of Holiday Club provision.
- Develop new activities, themes, experiences and services that respond to the needs of children and families.
- Ensure that the Holiday Club offer complements Felsted's educational ethos and wider Global Education provision.
- Develop systems and processes that enable the Holiday Club to grow sustainably.
- Review each programme and use feedback, participation data and operational experience to inform future planning.

Programme Planning and Delivery

- Plan and coordinate the day-to-day delivery of Holiday Club programmes.
- Develop engaging and age-appropriate programmes of activities.
- Ensure activities are varied, inclusive, well organised and enjoyable.
- Coordinate the use of sports, creative, outdoor, educational and other School facilities.
- Ensure appropriate resources, equipment and materials are available.
- Develop contingency plans for changes in weather, staffing, facilities or other operational circumstances.
- Ensure that children experience a welcoming, safe and well-organised programme from arrival through to collection.

Safeguarding, Health & Safety and Compliance

- Take day-to-day responsibility for safeguarding within the Holiday Club.
- Ensure all safeguarding procedures are understood and consistently followed.
- Work within Felsted's safeguarding policies and procedures and liaise with the School's safeguarding team as appropriate.
- Ensure appropriate staff-to-child ratios and supervision arrangements are maintained.
- Ensure risk assessments are completed and reviewed for activities, facilities and events.
- Ensure health and safety requirements are met across all aspects of Holiday Club delivery.
- Maintain appropriate procedures for registration, collection, emergency contacts, accidents, incidents and first aid.
- Ensure all required staff checks, documentation and training are completed before staff commence work.
- Promote a strong culture of safeguarding, vigilance and professional responsibility.

Staffing and Team Management

- Recruit, coordinate and manage Holiday Club staff.
- Develop appropriate staffing structures and rotas according to programme requirements and enrolment levels.
- Ensure staff receive appropriate induction, safeguarding training and programme-specific information.
- Provide clear expectations and guidance to staff.
- Monitor staff performance and address issues appropriately.
- Promote a positive, professional and supportive team culture.
- Build a reliable pool of high-quality staff who can return for future Holiday Club programmes.
- Ensure appropriate arrangements are in place for staff communication, breaks and welfare.

Parent and Customer Experience

- Develop positive relationships with parents and families using the Holiday Club.

- Act as a key point of contact for parents regarding bookings, programmes and practical arrangements.
- Ensure parents receive clear and timely information before, during and after their child's attendance.
- Respond professionally to questions, concerns and feedback.
- Develop effective systems for collecting and responding to parent feedback.
- Identify opportunities to improve the customer journey and overall family experience.
- Encourage repeat bookings and build long-term relationships with Holiday Club families.

Commercial Development and Growth

The Holiday Club Manager will have a strong focus on developing the commercial potential of the provision, as follows:

- Monitor enrolment levels, revenue and programme performance.
- Identify opportunities to increase participation and repeat bookings.
- Undertake competitor research and monitor local and regional holiday provision.
- Review pricing and programme structures with the Director of Global Education.
- Develop new products, activities and packages to broaden the Holiday Club offer.
- Explore opportunities for additional provision during school holidays and other periods.
- Develop opportunities for cross-selling and engagement with other Felsted programmes and services.
- Contribute to marketing campaigns and promotional activity.
- Work with the Global Business Development Lead and Felsted Marketing team to promote Holiday Club programmes.
- Develop parent engagement initiatives to increase awareness and participation.
- Build the Holiday Club's reputation within the local community.

Marketing and Communications

- Work with the Global Business Development Lead and Marketing team to develop effective promotional campaigns.
- Provide appropriate content, photographs, programme information and news for marketing purposes.
- Ensure Holiday Club information on the Felsted website and other channels is accurate and up to date.
- Support the development of brochures, digital content, newsletters and other promotional materials.
- Identify opportunities to showcase the activities and experiences offered by the Holiday Club.
- Develop appropriate communication with existing families to encourage repeat bookings.
- Ensure all marketing and communications accurately reflect the Holiday Club offer and Felsted brand.

School Integration

- Develop strong working relationships with Felsted Prep School and relevant School departments.

- Ensure the Holiday Club operates effectively alongside the School's normal activities.
- Liaise with Estates regarding facilities, access, maintenance and site requirements.
- Work with Catering regarding food and refreshment provision where required.
- Liaise with IT, Security, Domestic Services and other relevant departments.
- Explore opportunities to integrate Holiday Club provision with breakfast clubs, after-school provision and other family services.
- Identify opportunities to make effective use of the School's facilities and expertise throughout the year.
- Ensure that Holiday Club activities support the wider aims and reputation of Felsted School.

Budget and Resource Management

- Prepare operational requirements and budget forecasts for Holiday Club programmes.
- Manage expenditure within agreed budgets.
- Monitor income and expenditure and provide relevant information to the Director of Global Education.
- Ensure appropriate value for money when purchasing equipment, resources and services.
- Manage Holiday Club stock, equipment and resources effectively.
- Identify opportunities to improve efficiency and maximise the use of existing School resources.

Administration and Systems

- Manage Holiday Club administration from planning through to programme completion.
- Maintain accurate records of bookings, attendance, staffing and programme information.
- Ensure registration and collection procedures are accurate and effective.
- Maintain appropriate records relating to safeguarding, health & safety, incidents and accidents.
- Ensure parent and child information is managed securely and confidentially.
- Develop efficient systems for bookings, communications, staff deployment and programme administration.
- Provide regular reports on participation, revenue, customer feedback and programme performance.

Leadership and Management

The Holiday Club Manager will provide leadership to the Holiday Club team and will be responsible for the effective management of seasonal staff.

The role will work closely with the Director of Global Education, Global Operations Director, Global Admissions Lead, Global Business Development Lead and colleagues within Felsted Prep School.

The post holder will be expected to provide visible leadership during Holiday Club delivery periods and to take responsibility for resolving day-to-day issues effectively.

Person Specification

Essential:

- Experience of managing or coordinating children's programmes, holiday clubs, camps, education, childcare, leisure or a similar provision.
- Experience of leading and managing staff.
- Excellent organisational and planning skills.
- Strong understanding of safeguarding and child protection.
- Experience of health & safety and risk management.
- Excellent communication and interpersonal skills.
- Strong customer service skills and experience of working with parents or families.
- Ability to manage budgets and resources.
- Strong administrative and IT skills.
- Ability to work independently and manage competing priorities.
- Commercial awareness and an understanding of how to develop participation and revenue.
- Ability to remain calm, flexible and effective in a busy environment.

Desirable:

- Experience of managing a holiday club, summer camp or similar children's provision.
- Experience within an independent school.
- Experience of developing a new programme or service.
- Experience of marketing, sales or business development.
- Experience of managing Ofsted-regulated or similar childcare provision.
- Relevant safeguarding, first aid, childcare, education or management qualifications.
- Experience of working with sports, arts, outdoor education or enrichment programmes.

Key Working Relationships

- **Internal:** Director of Global Education; Global Operations Director; Global Admissions Lead; Global Business Development Lead; Felsted Prep School leadership and staff; Estates; Catering; Finance; Marketing; IT; Security; Domestic Services; Medical Centre and other relevant School departments.
- **External:** Parents and families; children attending the Holiday Club; seasonal staff; activity providers; local organisations; suppliers and other programme partners.

Measures of Success

Success in the role will be demonstrated through:

- Consistently high-quality and safe Holiday Club delivery.
- Growth in Holiday Club participation and revenue.
- Increasing levels of repeat bookings.
- Positive parent and child feedback.
- Development of a strong reputation for Holiday Club provision.
- Successful recruitment, retention and performance of seasonal staff.

- Robust safeguarding, health & safety and operational standards.
- Effective use of School facilities and resources.
- Development of new programmes and services.
- Strong integration with Felsted Prep School and the wider School.
- Effective financial management and sustainable growth of the provision.

Other Duties

The post holder will be expected to undertake other reasonable duties consistent with the responsibilities and seniority of the role and to contribute positively to the wider work and development of Felsted's Global Education provision.

The Holiday Club Manager will be expected to uphold Felsted's commitment to safeguarding, equality, inclusion, professionalism and the wellbeing of all children in its care.

Reward and Recognition

- Annual leave allowance of 25 days plus public holidays
- Employer and employee contributory pension scheme (4%)
- Free life assurance scheme
- Lunch provided on full days worked
- Membership of the Felsted Gym and pool facilities at no cost
- Free parking
- Membership availability to the School's Healthcare Scheme via BUPA
- Membership to Felsted Connect (discounts and savings online and instore)
- Subsidised on-site Coffee Shop

Terms of Employment

- Permanent
- All-year round (52 weeks)
- Location of work will be Felsted School, Felsted, Essex, CM6 3LL, with remote working in accordance with operational requirements
- Normal working hours are Monday to Friday from 8:30am to 5:00pm. Flexibility in working hours will be required at times, in accordance with operational needs.
- Salary: £35,000.00 p.a.
- Start date: 4 January 2027 or earlier

Felsted is committed to equal opportunities and maintaining a safe and secure environment for all pupils and a 'culture of vigilance' to safeguard and protect all in its care, and to all aspects of its 'Safeguarding (Child Protection and Staff Behaviour) Policy'. Please note, it is an offence to apply for this position if barred from engaging in a regulated activity relevant to children. All employees are subject to pre-employment checks, including a Disclosure and Barring Service check.

Signed: _____ Date: _____

Name: _____