

Assistant Manager - Camping

Position Description



About YMCA Victoria

At the Y, we believe in the power of inspired young people. A community not-for-profit organisation with 17 million participations annually across Australia. 5,000 staff and volunteers serve at more than 150 locations every day. We partner with government and private capital to deliver programs and services that include community recreation, adventure and stadium sports, camping, learn to swim, children's programs, early learning, youth services, and social enterprises.

"We believe in the power of inspired young people."

The Y's belief statement.

Position Details

Position Title	Assistant Manager	Position Reports To	Camp Manager
Rostered Role/s *	NA	Division/Department	Management
Classification and/or Grade	FIA Grade 7	Date Effective	March 2026
Terms and Conditions of Employment	YMCA Managers Agreement 2016 (underpinned by FIA)	System Name (Office use only)	CMP Asst Mgr

Position Purpose

The Assistant Manager is a key leadership role responsible for supporting the effective delivery of high-quality camp experiences and ensuring day-to-day operational excellence. This position has a strong focus on people leadership, staff development, culture building, customer engagement, and safety, while also providing critical operational oversight across multiple service areas.

Working closely with the Camp Manager, the Assistant Manager contributes to strategic planning, supports organisational priorities, and helps drive continuous improvement and innovation across all aspects of camp operations. The role champions YMCA values, fosters an inclusive and positive workplace culture, and plays an essential part in delivering safe, meaningful, and impactful programs for all participants — including young people, schools, community organisations, and priority cohorts.

The Assistant Manager acts as a key point of stability for staff teams, strengthens site operational capability, and ensures strong standards in client service, risk management, administration, facility readiness, and program quality. The role also provides leadership coverage and decision-making authority as Acting Camp Manager when required.

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Key Result Areas (KRA) – Primary Responsibilities

Duties include, but are not limited to, the following;

- **KRA - Operations**

- Lead the implementation of policies, procedures, and standard operating practices across all areas of camp.
- Build and maintain strong relationships with client groups, acting as the primary contact for their needs and concerns.
- Oversee and be responsible for rostering and logistics for cleaning, maintenance, programming, administration and catering, ensuring resources are allocated efficiently.
- Oversee and coordinate casual weekend duty supervisors, guaranteeing smooth and effective weekend operations.
- Manage contractor engagement and compliance, ensuring all contractors meet organisational standards before commencing work.
- Resolve daily operational issues promptly and provide support to other sites as required.

- **KRA – People Leadership**

- Lead, inspire, and mentor staff teams across program, catering, maintenance, cleaning and administration, promoting collaboration and high performance.
- Drive a positive, inclusive, and safe workplace culture that reflects YMCA values and supports staff wellbeing.
- Oversee recruitment, onboarding, and induction processes to ensure new staff are effectively integrated into the team.
- Conduct regular performance conversations, provide constructive feedback, and facilitate professional development for all staff.
- Develop, deliver, and coordinate training sessions and professional development plans to build team capability.
- Supervise work placement students and trainees, ensuring compliance with safeguarding policies and fostering emerging talent.

- **KRA – Health and Safety**

- Embed a proactive safety culture by modelling best practice, reinforcing expectations, and ensuring all staff understand their responsibilities for maintaining a safe workplace.
- Lead and support comprehensive hazard and incident reporting, ensuring timely follow-up, corrective actions, and learning across teams.
- Drive consistent implementation of YMCA's OHS Management System, ensuring risk controls, procedures, and safety documentation are understood, applied, and regularly reviewed.
- Coordinate and participate in safety audits, inspections, and emergency drills, ensuring findings are actioned and continuous improvement is prioritised.
- Lead proactive risk identification and mitigation, ensuring emerging hazards, seasonal risks, and environmental conditions are recognised and addressed early.
- Ensure all staff understand and comply with emergency procedures through regular drills, clear guidance, and confident team preparedness.

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- **KRA - Administration**

- Oversee administration staff to ensure efficient management of bookings, enquiries, invoicing, and accurate record-keeping.
- Lead the preparation of reports for contract partners and drive the implementation of sales strategies to optimise camp bookings.
- Manage staff rosters, hours, leave approvals, and time management systems to maintain operational effectiveness.
- Take responsibility for financial management tasks, including budget monitoring, expenditure tracking, and supporting the Camp Manager with financial planning and reporting.

- **KRA – Growth and Development**

- Attend industry events, YMCA forums, and cross-site training sessions to stay current with sector trends, strengthen professional networks, and bring contemporary practice back into the camp environment.
- Collaborate with the Camp Manager to shape the camp's strategic vision, contribute to annual business planning, and support the achievement of key operational and organisational goals.
- Lead and participate in strategic initiatives and cross-camp forums that uplift staff capability, enhance the customer experience, and promote operational excellence.
- Champion best practice across YMCA Camping by sharing resources, insights, and learnings, fostering continuous improvement, innovation, and alignment across all sites.

Acting Camp Manager – Key Responsibility

- Assume full management responsibility for all camp operations in the absence of the Camp Manager, including oversight of contractors and projects, direct resolution of client needs, on call responsibilities and decisive action on bookings and cancellations.
- Lead the camp team during emergencies, fulfilling the chief warden role and ensuring effective incident management.
- Exercise sound judgement and authority in all operational matters, with support and guidance from the Camp Manager, Head of Camp Operations and General Manager of Camps.
- Provide clear daily leadership presence, ensuring staff feel supported, operational issues are escalated appropriately, and communication across teams remains consistent and timely.
- Represent the site in external and internal forums as required, maintaining strong relationships with partners, stakeholders, and other YMCA teams to ensure continuity of service and alignment with organisational priorities.

Key Relationships

Internal	External
YMCA Camps Team and YMCA Camps Business Enablement Team	Contractors, Client groups, Suppliers, Peak Industry Bodies, Contract Partner (SRV) and Local Council

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Person Requirements

Compliances (system monitored)	Mandatory
Qualifications – Position Title	• Tertiary qualification in Outdoor Recreation, Education, Business Management or Tourism
Qualifications – Additional Rostered Roles	• Working with Children Check, National Police Check, Safeguarding Children Certificate, First Aid & CPR • Outdoor Industry Qualifications (e.g. Canoe/Kayak Instructor, High Ropes Supervisor, MTB Instructor)
Position requirements (manager requirement)	
Knowledge & Experience	• Proven experience in staff management, camp operations, and compliance • Experience in leading teams, recruitment, training, performance management, and operational oversight • Experience in hospitality or recreation management • Experience with camp booking systems (e.g. V360), financial management, and reporting
Personal Attributes	• Strong leadership, communication, and interpersonal skills; ability to foster a positive, inclusive culture; sound judgement and problem-solving • Enthusiasm for outdoor education, adaptability, and commitment to YMCA values

YMCA Leadership Capability Level: Lead Team

Capability	Description	Specific Skills
Strategic Focus	Being able to focus on long term goals, new opportunities and improvements and how to achieve them	• Aligns resources within the team to achieve team goals • Demonstrates forward thinking
Adaptability	Being able to positively deal with and manage change, think outside the box and be innovative.	• Supports change and positively adapts to changes in the environment • Champions innovation and improvement within the team
Achieving Outcomes	Being able to prioritise resources, communicate goals, set clear targets and demonstrate personal accountability for performance.	• Ensures the team has capability to deliver on its priorities • Encourages a performance culture within the team that is focused on delivering agreed outputs and outcomes • Supports the team to achieve goals and results
Business Acumen	Understanding the business (our market, customers and community) and using your skills and knowledge to help create a sustainable and competitive organisation.	• Demonstrates an understanding of how the team remains sustainable
Communicating and Influencing	Being able to communicate in an articulate, clear and constructive way, adapt your communication style to suit different people, and listen to others.	• Provides continuous feedback and clarity of messages within the team • Promotes and accepts personal accountability to better influence

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Building Relationships and Engaging People	Being able to work collaboratively with others (staff, volunteers, stakeholders, partners or the community) in an open and honest way.	• Creates and maintains positive relationships across the organisation and with relevant external parties • Promotes YMCA values and a culture of trust, honesty, fairness and equity within the team • Display integrity in advice, information sharing and decision making within the team
Developing Self and Others	Being aware of your own areas for development by actively seeking feedback, and placing importance on developing the skills and capabilities of others.	• Performs in a way that inspires and motivates the team to do their best • Continuously evaluates self-improvement needs and sees learning opportunities in everyday work • Supports a culture of continuous learning and development across the team

YMCA Child Safety

All staff are required to demonstrate ongoing commitment to the YMCA Child Safety Policy. This includes:

- Declaring any information that may affect your suitability to work with children and young people.
- Acting as an extended guardian in all interactions and taking all reasonable steps to prevent abuse or neglect.
- Adhering to all safeguarding policies, procedures, and the Code of Conduct.
- Keeping Working With Children Check (or equivalent) details up to date and maintaining currency at all times.
- Completing and maintaining currency of required checks, including WWCC and National/International Police Checks.
- Reporting any suspicions, concerns, allegations, or disclosures of child abuse or neglect immediately and in line with YMCA procedures.
- Participating in safeguarding training and any legally mandated learning relevant to your role.
- Using standardised processes for receiving and responding to feedback or complaints from children, young people, and families.
- Ensuring new program initiatives include consultation with children and young people using approved methods and resources.
- Maintaining a working knowledge of safeguarding expectations, procedures, and responsibilities.
- Actively promoting cultural safety for children and young people from CALD communities, Aboriginal and Torres Strait Islander peoples, LGBTQIA+ communities, and young people with disabilities.

Health, Safety and Environment

You will be required to promote a positive safety culture by contributing to health and safety consultation and communication and through active participation in the reporting of hazards, incidents and near misses. You will take reasonable care for your own health and safety, and for the health and safety of others, and adhere to the YMCA's various policies, procedures, work practices and standard operating procedures.

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Approval and Acknowledgement

Position Description Created/Reviewed:

January 2026

Approved by:

Date of Approval:

Acknowledgement of Position Incumbent

I acknowledge that I have read and understood the requirements and responsibilities of this position.

Name:

Signature:

Date: