



BOE POSITION DESCRIPTION

SITE MANAGER – CAMP NARMBOOL

- Team: Camps
- Location: Camp Narmbool
- Reporting to: GM Camps
- Number of direct reports:

ORGANISATION OVERVIEW

Belgravia Outdoor Education (BOE) specialises in providing life-changing outdoor education.

We firmly believe that participating in outdoor activities, attending school camps, and being involved in adventure-based learning are crucial elements for the progress of every school student.

BOE is part of the Belgravia Group, a family owned, family run, multigenerational business founded by Geoff Lord and servicing Australia and New Zealand across a broad sweep of business which are loosely divided into those dedicated to movement and those to business.

The Group's activity-based enterprises are built on two core promises – getting 1 million kids active, and ensuring that nobody misses out. The Belgravia Group supports these twin needs through a range of businesses and commits to being welcoming to all through best-in-class diversity and inclusion programs as well as the organisation's charity, the Belgravia Foundation.

Together these tenets ensure that the organisation's passion for delivering sport, fitness and wellbeing – both physical and emotional – improves the lives of as many Aussies and Kiwis possible.

POSITION OVERVIEW

As a Site Manager, you are accountable for all aspects of site operations, including sales development, hospitality, accommodation, meal service, client communication and management.

You will ensure the site delivers exceptional experiences for both school and non-school bookings and remains profitable as a business unit.

You will:

- Take responsibility for the performance, reputation, and growth of the site you manage.
- Have full P&L accountability for Narmbool
- Work collaboratively with colleagues to ensure coordination, consistency, and compliance of day-to-day operations, meeting targets and exceeding client expectations.
- Enable quality environment and outdoor education for the development of young Australians.
- Support the implementation of key strategies and actions Ensure processes and systems are applied consistently across the organisation.
- Participate in and support the overall work of BOE.

KEY ACCOUNTABILITIES

SITE OPERATIONS	• Provide high-quality support to existing clients to retain and grow business. • Be present and provide support to the site before, during, and after programs. • Be actively involved in the maintenance of facilities and grounds/gardens • Manage and maintain housekeeping standards. • Be the 'face' of the site and ensure all clients feel well hosted. • Ensure quality and compliance of site resources, food, hospitality, and accreditations meet client expectations. • Ensure the site is prepared and available for both school and non-school bookings.
FINANCE AND ADMINISTRATION	• Manage site budgets with full P&L responsibility as approved by the General Manager Camps. • Review site performance against financial reports. • Achieve set KPIs and identify efficiencies.

	• Approve accounts payable and raise purchase orders for approved works. • Manage the financial planning and budgeting for the site. • Quote & book clients.
LEADERSHIP AND TEAM SUPERVISION	• Supervise and support any direct reports Provide inspirational leadership and support to the site team. • Maintain rosters aligned with site needs and organisational programming requirements. • Conduct performance reviews and support training and development. • Lead workforce planning and recruitment for the site. • Actively promote team development.
COMMUNITY AND STAKEHOLDER ENGAGEMENT	• Actively promote and manage venue hire/weddings for the Homestead and Garden rooms. • Represent the site in the local community. • Advocate for the site's interests with internal and external stakeholders.
PLANNING AND STRATEGY	• Support strategic plans across the organisation
CLIENT AND COMMUNICATION	• Maintain accuracy of client information, data collection, and program details in business systems. • Contribute to problem-solving across programs and teams. • Actively focus on securing client rebookings during their current stay.
TEAMWORK/PEOPLE	• Respond promptly and efficiently to enquiries. • Seek out new clients and market segments. • Provide site tours and greet/farewell weekend bookings as required. • Manage guest enquiries. • Maintain client data and communication systems. • Finalise client program details and outlines. • Manage and resolve client issues to maintain and grow relationships.
HOURS OF WORK	• Full-time role with flexibility to work weekends as required for site tours, client greetings and farewells.

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COMPETENCY PROFILE

QUALIFICATIONS, SKILLS AND EXPERIENCE REQUIRED

- Experience of growth in a business settingCommunicates effectively with stakeholders and ensures clarity of expectations.
- Demonstrates sound decision-making and accountability.
- Strong problem-solving skills using data-driven approaches.
- Effective time management and ability to prioritise multiple responsibilities.
- Open to change, adaptable, and willing to learn.
- Tertiary qualification in venue/business management or related field desirable.
- Current First Aid and CPR certification.
- Working with Children Check.
- National Police Records Check (for internationals only).

Technology & IT Skills

- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- Experience with booking and reservation systems.
- Ability to use CRM platforms and maintain accurate client data.
- Competence in digital communication tools and reporting systems.
- Strong understanding of data security and compliance requirements.

KPIS

KEY PERFORMANCE INDICATORS

Income and sales targets:

- Target EBITDA Budget achieved
- New sales target achieved

- You will be responsible for the profitability of the venue.
- Improve the profitability of the venue through implementing strategies, actions, and initiatives.

Wages and Salaries control:

- Target budgeted Wages

Operational Costs:

- Support consistent systems and process development across site/s
- Support fellow Site Managers navigate BUSINESS systems and facility management
- Target budgeted Costs
- Ensure OH&S/WHs concerns are responded to and managed appropriately
- Ensure food safety is managed and responded to within expected timeframes
- Ensure site and resource compliance requirements and accreditations are maintained
- Achieve a positive average rating across client feedback, facility, food/hospitality, resources
- Ensure site meets compliance requirements