



# Centre Manager

## Job Description: Junior Summer Centres

### Join our Award-Winning Team!

We are an English language school with a reputation for quality. We were established in 1976, and since 1997 have also been running summer junior centres in various locations across the UK.

Our main school in Southampton and all our summer junior centres are accredited by the British Council. We are also members of Quality English and English UK. We proudly describe ourselves as a 'boutique' school – independent, customer-focused and high in quality. Indeed, we received Centre of Excellence awards from EL Gazette for both our main school and summer junior centres.

You'll be part of a dynamic, creative and high-achieving team.

### Introduction to our Junior Programmes

Our students come from all over the world – across our summer centres we welcome students from over 30 different countries each year. Students receive English language tuition together with a fun-filled and purposeful activities programme. The activities programme includes daytime and evening activities and full-day and half-day trips to local attractions and popular tourist destinations. In larger centres we operate a 'zigzag' timetable whereby half of the students have lessons in the morning and activities in the afternoon, and the others vice-versa, alternating on a weekly basis. Please note that the programmes and timetables are different for each centre.

### Main Duties / Responsibilities

- To have read and understood the staff handbook and be fully compliant with our policies for the welfare and protection of children
- To participate in the staff induction day (paid as part of normal weekly hours)
- To ensure that the centre delivers the advertised programme and ensure customer satisfaction
- To ensure that the day-to-day operation of the centre runs smoothly, including overseeing the running of the academic and activities programmes
- To undertake and maintain weekly paperwork - weekly budgets, expenses budget and petty cash - and submit all paperwork to Head Office on time
- To take overall responsibility for the finances of the centre including booking and checking transportation arrangements
- To manage all aspects of student accommodation, including room allocation where applicable
- To confirm student departure transfers
- To ensure high levels of student safety and welfare are maintained and to deal with or oversee all aspects of student discipline
- To develop a good working relationship with the university/school where the junior centre is based, ensuring their rules are adhered to
- To establish a positive working environment amongst the team of staff and to lead by example
- To support and assist the other managers at the centre
- To ensure that all staff are adequately inducted

- To liaise regularly with Head Office
- To carry out residential supervision duties, including meal and bedtime supervision and guardian duties where necessary
- To monitor staff performance and quality control
- To ensure that all aspects of the services you are responsible for comply with and where possible surpass the British Council inspection criteria

### **Working week**

The Centre Manager works six days out of seven each week

### **Reporting to:**

This position reports to the Head of Marketing & Operations

## **Person Specification**

### **Essential**

- Enthusiasm, with strong managerial presence and team-focused attitude
- Flexibility and ability to adapt to change
- Excellent communication and interpersonal skills
- Ability to multi-task, organise and work under pressure
- Ability to think on your feet and solve problems, demonstrating initiative
- Ability to work within budgets
- Ability to delegate to others when necessary and with authority
- Ability to manage your own rest time/energy levels
- Previous managerial experience

### **Ideally you will have:**

- Previous managerial experience in summer schools
- Experience of supervising / working with minors
- Residential experience
- Customer service experience
- First aid qualification or willing to train

## **Other Information**

Remuneration is £642.60 per week for a 48-hour week.

Returning staff may be eligible for a loyalty bonus of £20 per week.

The post is residential (full board accommodation is included).

Staff will accrue prorated paid holidays at the statutory rate of 5.6 weeks per annum. Unless there are special circumstances agreed during the interview, this holiday can only be taken at the end of the contract and staff will be paid for this untaken holiday at the end of their employment.

You must be eligible to work in the UK and you will need to provide, or agree to undergo, a Criminal Records DBS Check, and to undertake training in Safeguarding for Child Protection Level I.

*Updated January 2019*