

Job Description – Centre Manager

A management role which requires excellent organisational, leadership and administration skills

Reporting to the Senior Management Team

The Centre Manager has overall responsibility for the centre, the staff and the students. They oversee the smooth running of the course, manage all aspects of the centre and ensure that any problems are solved quickly and effectively. The preparation for the course including the programme, transfers, excursions and accommodation administration are all prepared in advance and handed over to the Centre Manager prior to the start of the course.

The Centre Manager's role is fundamental to the success of the centre. It carries a demanding workload and a great amount of responsibility. Round the clock support is provided by the Senior Management Team who visit frequently and are reachable on their mobiles day and night.

Essential qualities and skills:

- ✓ Eligibility to work full time in the UK
- ✓ Proven leadership ability
- ✓ Diplomacy, professionalism and the ability to remain calm
- ✓ Energy and Enthusiasm
- ✓ Good communication and interpersonal skills
- ✓ A desire to work with young people from different cultures

Desirable qualities and skills:

- ✓ Previous summer school experience
- ✓ Previous centre management experience
- ✓ Computer literacy
- ✓ Experience of language learning and/or EFL

Duties:

- ✓ Comply with the Centre Manager handbook and to be familiar with all other staff handbooks
- ✓ Responsible for ensuring that the Operations and Safeguarding Handbook is adhered to by all staff and that good standards of Health and Safety are maintained at all times.
- ✓ Take responsibility for the smooth operation of the course and to maintain the good name and reputation of UKLC at all times
- ✓ Safeguard the welfare and protection of our students in accordance with our Child Protection Policy
- ✓ Ensure the organisation of the centre complies with the British Council guidelines
- ✓ Ensure that everything is in place for a successful start to the course (this involves spending a few days prior to the arrival of the students organising and preparing the centre and attending any management inductions)
- ✓ Prepare and lead a comprehensive staff induction day ensuring that all staff are made aware of their responsibilities and duties
- ✓ Ensure that groups are met with a warm and efficient welcome and that all students attend the welcome talk and orientation
- ✓ Work with all staff and group leaders to maintain staff and student discipline
- ✓ Motivate the staff and create a positive team atmosphere
- ✓ Hold regular meetings with the management team; to support and manage their running of the teaching and activity programmes
- ✓ Hold regular meetings with the staff
- ✓ Hold regular meetings with group leaders in order to clarify their areas of responsibility, get their feedback and ensure their co-operation
- ✓ Hold regular meetings with appropriate centre staff (e.g. catering, sports, accommodation staff) in order to maintain good communication and ensure a good working relationship
- ✓ Devise staff rotas in co-ordination with the Course Director and the Excursions and Activities Manager
- ✓ Maintain records effectively regarding students, staff, damage, accidents, meetings and to maintain regular contact with the Senior Management Team
- ✓ Manage the petty cash fund, adhere to budgets, keep receipts of any money spent and submit weekly accounts to Head Office
- ✓ Deal with all student and group leader enquiries/problems quickly, calmly and effectively
- ✓ Teach if necessary (qualified staff only)
- ✓ Write (in conjunction with the Management Team) brief staff appraisals for all staff members
- ✓ Submit a summary report at the end of the course
- ✓ Ensure a smooth shut down procedure at the end of the course and return of all materials
- ✓ Complete exit feedback at the end of your contract
- ✓ Maintain the good name and reputation of UKLC at all times

This job description is an outline of your main responsibilities. Within the context of your contract of employment, the company may, within reason, request you undertake other tasks and duties as needs dictate.

Weekly salary range is from £520 + based on experience and depending on the size of the centre. All salaries are paid monthly in arrears. Full board accommodation is provided.