

## Centre Manager

Position	Centre Manager
Reporting to	YL Operations Manager
Team Management	Academic Manager; Activities Manager; Welfare Manager
Last review of job description	November 2021
Suitable for remote working?	0%
Suitable for Core Hours?	No

**British Study Centres Young Learners (BSC YL) runs English summer courses in the United Kingdom, Ireland, France and Malta for International students aged 8-17. There are multiple positions available in various locations during June, July and August. Activity Manager positions are residential (Apart from our low season centres). For full details of our centres, please see our website: <https://www.british-study.com/en/learners/young-learners/>**

### Purpose of the role

The Centre Manager (CM) is responsible for the smooth, efficient and successful running of all aspects of the designated Young Learner Centre. The Centre Manager oversees the centres daily activities and team member duties. The CM manages the safeguarding and pastoral care of Young Learners as well as the security, operational, financial matters while overseeing the booking of resources.

### Main Duties & Responsibilities

#### Centre

- Work with the management team to ensure smooth running of the course.
- Manage day to day running of the centre: arrivals / departures; rooming; catering; housekeeping etc.
- Liaise daily with on-site centre team.
- Devise weekly team rotas.
- Carry out damage inspections and compile reports.
- Be responsible for implementing Health & Safety and Safeguarding procedures.
- With management team plan and deliver clear and informative student inductions.
- Hold regular centre team meetings and have minutes recorded.
- Hold daily management meetings and have minutes recorded.
- Ensure academic and social teams work harmoniously and programmes are integrated.
- Oversee team performance and motivate team as required.
- Supervise centre finances and ensure the profitability of the centre, by ensuring that all money, credit cards and documents are stored safely and securely.
- Ensure that Management and teams lead and report the analysis of Student Focus Groups.
- Implement COVID 19 Safeguarding procedures and ensure continuous improvements are made.
- Manage centre preparation and audit inspection to maintain British Council accreditation standards.
- Welcome visitors to the programme as required (e.g. third-party agents, colleagues from BSC and BSC YL, language agencies, inspectors from accrediting bodies).

- Liaise with Management to assign Activity Leaders/or Welfare Leaders to work Transfer shifts.

### **Head Office**

- Communicate regularly with HO before and during the summer.
- Work with HO to deliver team induction prior to student arrival.
- Respond to all requests/correspondence from HO in a timely fashion.
- Complete any administrative tasks as required by HO in a timely manner.
- Communicate important information/messages from HO to staff as required.
- Ensure that CMs weekly returns are returned to HO before projected deadlines.
- Inform HO of any issues or Safeguarding incidents immediately.
- Provide weekly centre reports to HO.
- Write end of course centre and team member reports.
- Ensure inventory of all materials/equipment is done on set up and close down.
- Maintain all records accurately and send to HO as requested.
- Collect and collate arrival and departure feedback for students and International Group Leaders.
- Implement student journey questionnaire procedures.
- Ensure all feedback is reported back to HO and acted upon where necessary.
- Manage the centres Key performance Indicators (KPIs).
- Complete honest and accurate Management Team Appraisals
- Be aware of all BSC YL procedures.

### **Students & Pastoral Care**

- Ensure safety and wellbeing of students at all times.
- Host regular International Group Leader meetings and have the minutes recorded.
- Work with Management team/IGLs to deal with any arising student discipline issues.
- Collaborate with Welfare Manager to deal with any arising student welfare issues.
- Ensure all team members are aware of residential duties and what they entail.
- Implement mealtimes, wake up and night duties on a rota basis.
- Be a role model for the students.

### **Child Protection and Safeguarding**

- To promote and safeguard the welfare of children and young persons you are responsible for and come into contact with.
- To adhere to the BSC Young Learners Child Protection and Safeguarding Policy.
- Act as the centres Designated Safeguarding Person (DSP) and first point of contact for students who have welfare or safeguarding issues.
- Provide safety and welfare assistance to all students.
- Be fully versed with BSC's Safe Charter and English UK COVID 19 Secure Guidance.

### **Other**

In addition to the above, all Centre Managers are required to:

- Work positively as part of a team.
- Demonstrate a positive attitude.
- Attend and lead all centre meetings.
- Act according to accepted professional standards at all times.
- Act in the welfare of the students at all times.
- Comply with centre and BSC rules and regulations.
- To carry out any duties as may be reasonably assigned by the Young Learners Central Team.
- The CM is required to attend a pre-course training weekend to meet staff from their own and other centres and to be briefed fully on all aspects of running the centre.

If your interview is successful, you will be asked to complete a series of tasks within a set amount of time, similar to those which you would complete on a daily and/or weekly basis, to ensure you are able to manage the workload involved in holding the position.

## Requirements

### Essential

- Experience of senior management in a residential summer school setting
- High level of computer literacy, particularly MS Office, email and use of databases
- Excellent organisational skills
- Strong leadership and communication skills
- Able to maintain discipline
- Ability to work well in a team
- Ability to remain calm under pressure
- Enthusiasm for summer school life
- Financial management experience
- Right to work in the UK and/or Ireland

### Desirable

- Experience of working with multi-nationality students
- Current valid First Aid certificate
- Child Protection and Safeguarding training
- CELTA/Trinity/TESOL
- Experience of working with children/teenagers in a leisure context
- Experience of British Council inspections

## Conditions

- Competitive weekly salary depending on qualifications, experience and centre size. Pay scale available on request.
- All accommodation and board is provided.

- This post is offered on a residential basis. Working hours may be unsociable due to evening activities, night duty and the times of student arrivals and departures.
- BSC YL Managers adopt a smart, casual dress policy. BSC YL lanyards are to be worn at all times.
- There is at least one full day off per week. To be decided at the centre.
- All references will be followed up and all gaps in CVs must be explained satisfactorily.
- Reference requests will ask specifically whether there is any reason that they should not be employed in situations where they have responsibility for, or substantial access to, persons under 18.
- Criminal background checks in the form of a DBS (Disclosure & Barring Service) for UK residents, Garda Vetting for Irish residents, and local police check from your country of residence (if not a UK or Irish resident) will be requested.

Proof of identity and qualifications will be required. Only those with the right to work in the UK and/or Ireland are eligible for any BSC YL position.

## Values

<b>Aim Higher:</b>	We proactively make suggestions and solutions for challenges and opportunities.
<b>Collaborate:</b>	We are team players -we treat everyone with respect and understand that we succeed collectively, not as individuals.
<b>Communicate:</b>	We communicate in a timely way with clarity, respect and transparency.
<b>Customer Focus:</b>	We seek to provide consistent high-quality experiences that customers will remember.
<b>Employee Focus:</b>	We seek to reward and recognise excellence and innovation within our employees.