

# Job Description

## Contractual Terms

Position:	Operations Manager – Malta (OMM)
Department:	Operations
Reports to:	Young Learners Operations Manager (YLOM)
Weekly Hours of Work:	37.5 hours
Contract Type:	Permanent
Location:	Malta
Salary Range:	Competitive
Regulated Activity for Working with Children:	Yes
Emergency Phone:	Yes (Malta)
Data Access:	Sales/Marketing/Admissions
Last Updated:	08/11/2021

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Overview: The Operations Manager - Malta (OMM) supporting the YLOM provides guidance and support to all temporary Centre and Activity Managers working at the BSC Young Learners Malta centre. Working closely with the YLOM and the wider YL Operations Team the OMM is to assist with operational planning, operations delivery and operations management of all the BSC Young Learner programmes in Malta.

## Responsibilities

### 1. Support the YL Manager Director (YLMD) and YLOM

- Support the YLMD with the Implementation of the YL strategic plan for Malta
- Provide leadership to all temporary YL team members working at the Malta centre
- Lead person for Host School liaison and planning for Malta
- Create and deliver Malta Operations team liaison and training year round
- YL administrator duties connected to Malta

### 2. Recruitment and HR

- Take a leading role to recruit non-academic centre teams through for summer programmes as well as low season groups.
- Following best practice for 'Safer Recruitment'
- Monitoring performance of the YL temporary Malta team including appraisal system implementation & management
- Support the Centre Management in Malta with disciplinary procedures – advising the YLOM of any serious matters

### 3. Malta Centre Oversight

- Ensure consistency and standardisation of programmes across the portfolio in Malta
  - Ensuring centres have enough resources, team and support during centre operations
  - Financial oversight of the Malta centre, providing training and support prior to and throughout programmes.
  - Maintain financial rigour and oversight of site usage.
  - Ensure the centre costs are fully justified, agreed with host centre and invoiced correctly as per contractual terms
  - Course monitoring through course and team evaluation; reporting and regular site visits.
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## 4. Malta Centre Training

- Deliver CPD and relevant training to the Malta Centre management team
- Coordinating Fidelo School Management System training for non-academic teams
- Deliver training for the Young Learner activity programmes and pastoral care in Malta
- Supporting the temporary Malta Operations team in the planning and delivery of centre training

## 5. YL Administrator

- Responding to requests for resource replenishment during course operations
- Assisting with the payroll system and responding to pay queries
- Overseeing delivery and monitoring of social media posts for Malta
- Working irregular hours and travelling within the requirements of the role
- Any other duties commensurate with the grade and level of responsibility for this post, for which the post holder has the necessary experience and/or training

## 6. Safeguarding in Malta

- 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 safeguarding policy, ensuring it is followed by centre teams at all times
- To be the Designated Safeguarding Lead (DSL) for Malta

## Requirements

### Essential

- Educated to degree level
  - Fluent in Maltese and English
  - Currently residing in Malta
  - Extensive knowledge of the education/and or travel industry in Malta
  - Ability to prioritise workload to meet required SLAs
  - Be approachable and a keen willingness to help both internal and external stakeholders
  - Flexibility to undertake new responsibilities and work in different ways to achieve our ultimate goal to be the best in the industry.
  - Experience and interest in working with other cultures
  - Ability to take ownership, problem solve and make decisions
  - Ability to both lead and inspire a temporary teams
  - Experience of summer/pop up centre management
  - Child Protection training
  - Safer Recruitment training
  - Financial Reporting Acumen
  - Good computer literacy, particularly MS Office, email and use of databases (Fidelo preferable)
  - Exceptional organisational skills and attention to detail
  - Ability to deal successfully with a demanding workload
  - Ability to remain calm under pressure
  - Excellent communication skills
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## Desirable

- Project Planning Experience

## Person Specification

- Flexible
- Organised
- Self-starter
- Customer-focused
- Cultural understanding and awareness
- Strong communication Skills
- Team work

All colleagues at BSC YL should work in accordance with our company values:

## 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.

The above list of job responsibilities is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope, grading of the post and at the request by management.

We are committed to providing a creative, rewarding and successful learning and working environment for our students and team.

We are an equal opportunities employer and welcome all interest in joining our team. Successful applicants will undergo our safeguarding checks in line with our Safeguarding Children & Vulnerable Adults Policy & our Recruitment Policy, including an Enhanced DBS Check, Barred List, Prohibition Lists check and overseas criminal records if applicable.

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