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## Job Description

# Centre Manager

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### LANGUAGE IN ACTION

Originally established in 2014, Language in Action is passionate about helping our students put their language skills to good use, by giving them unique learning experiences at our schools in the UK.

We put students in situations where they actively use their knowledge and their communication skills in real-life situations, and it's rewarding to see them using language in action. With our programmes, students gain so much more than classroom learning. Our students gain life experience, and a deeper understanding of the culture of the UK.

As part of Malvern International, Language in Action is perfectly placed to offer exciting and dynamic study experiences inside and outside the classroom.

### OUR MISSION

Our mission is to provide international students with essential academic and English language skills, cultural experiences and the support they need to thrive in their academic studies, daily life and career development.

### OUR VALUES



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#### Line Manager:

Operations Manager/Summer Operations Manager

#### Line Manager Reports to:

Director

#### Responsible for:

The Centre Manager is responsible for the smooth running of all aspects of the designated summer school, ensuring the overall success of the school while maintaining excellent working relationship with the host schools and other agents. Responsible for setting up LIA summer centre and managing it according to company policies and procedures and to provide the high-quality service that the customers deserve. Responsible for welfare and safeguarding of all students in the centre and in any other activity if necessary.

#### Purpose:

To ensure that all aspects of the LIA programme meet the standards expected by the participants and our clients. This includes staff management, liaise with suppliers, education, accommodation, catering, welfare and activities. Cover for Centre Manager is the Activity Manager/Welfare officer.



## General Responsibilities and Tasks

- Represent the company professionally at a local level, implementing company policies and effectively/accurately communicating them to staff and the venue as necessary. Act in a professional and appropriate manner with all of LiA/Malvern International's agents, clients, students, host campus staff, and LiA staff; furthermore, not to engage in any activity which may bring LiA/Malvern International or the host campus into disrepute.
- Ensuring that all LIA policies are carried out fully, including: full induction of centre staff and students, managing and supporting staff effectively, giving accurate feedback to Head Office on all staff according to LIA/Malvern International procedures; Managing the production of a staff rota that should provide adequate staff to supervise and manage centre activities at all times, in lines with LIA/Malvern International's policies.
- Wear the Language in Action uniform.
- Attend a training day, or days, before the start of the course, and thereafter to attend any staff meetings considered necessary by the management team.
- Read, be fully conversant with, and act in accordance with the staff handbook, company policies, relevant Child Protection documents and all risk assessments prior to the start of the period of employment (documents supplied prior to the start of employment).
- Be involved in any activity necessary for the smooth running of the centre and to improve students' experience.
- Take part in social activities and events and motivate all team to join LiA events.

## People Management Responsibilities

- The Centre Manager will be highly organised and have successful experience of manage people and developing a friendly, inclusive and co-operative atmosphere.
- To ensure all staff meet the criteria of their job description, particularly that they are friendly and engaging with students and International Group Leaders to provide the best possible programme for our clients.
- To manage staffing requirements making sure that staff are well employed, they respect LiA/Malvern International ratio and staff take care about pastoral care.
- To manage all staff and department, ensuring the successful running of the summer school and that all policies/procedures and deadlines are adhered to.
- To seek daily feedbacks from the staff, students and International Group Leaders on all aspects of the programme, putting strategies in place to improve the team's delivery.
- Centre Managers are the main point of contact for all customers on-site, both Leaders and individual students. Hold regular meetings to gain their feedback and take pro-active and positive action.
- Line-managing the Director of Studies and Activity Manager, providing support and help as necessary. The CentreManager should actively monitor the academic and activity programmes and ensure that the programmes operate to the high standards required by LiA/Malvern International and adhere to the clients purchased packages.
- Ensure that students, leaders and staff behave in an acceptable way, both by LiA standards, in a friendly but professional manner.



## Site Management

- Setting up, managing and closing the summer centre. Supervise and organising the staff in campus/accommodation to get ready for the arrival day. (Providing packed meals, allocation rooms).
- Managing the local relationship with the venue, the CM must develop a good working relationship and represent the company and its customers in all deadline with the venue, including satisfactory facilities, services provide by the venue are carried out to a satisfactory standard; ensure that students and staff are accommodated in appropriate places.
- Collect, store and organize all the documents – Statement of responsibility for GL, agency declarations, group leader code of conducts, activity and tuition staff code of conducts, self-declarations etc, and any other document required by Head Office.
- Keeping accurate data with regards to student occupancy (names lists, bed lists, fire lists, catering lists, arrivals and departure, etc.) Reconfirm student numbers with LiA Head Office after arrivals.
- Keep comprehensive written records for the centre (including an end of course report) and collect all the documentation required by Lia Compliance, this includes Risk Assessments and conducting Fire Drills. Run the centre within the agreed budgetary guidelines.
- Ensure there is correct and up-to-date financial, administrative and welfare documentation. Managing all financial issues at the centre and reporting daily expenses to Head Office.
- Ensure that all policies for the welfare and protection of children are understood by students and adhered by staff and clients. Be conversant with LiA Risk Assessments and updating current ones.
- Induct all staff about the BC policies and procedures, monitoring the BC compliance checklist together with the operative staff, in order to respect all the legal requirements/BC standards.
- Ensure that there is always student supervision on campus and on excursion, including meal duties and break times.
- Be familiar with all on-site emergency procedures and ensure that all members of staff and students are aware of these.
- Be available to all staff members during working hours.
- Organise a Fire induction with the premises staff to be done at students' arrival.
- Organise Fire drills with premises staff and make sure all safety rules are respected and clear to all students and GLs.
- Liaise with Maintenance and cleaning staff to solve any issue promptly.
- Responsible for Health and Safety of all students.

## SAFEGUARDING DUTIES

- Responsible for inducting staff and students on Safeguarding and Health & Safety policies and make sure they act in accordance with them. Responding to child protection allegations.
- Responsible to ensure Welfare forms are collected from all parents.
- Make sure there is proper ratio of staff in campus and on excursions, and any other activity.
- Make sure there is a proper number of supervising staff when students can't attend classes/excursions, if necessary remain in campus with them.
- Work in accordance with safeguarding policy and apply it to all activities.
- Fulfilment of all the duties and responsibilities of Safeguarding Level 2.



## Person Specification

### QUALIFICATIONS

#### Essential:

- Very good level of spoken and written English (CEFR B2 minimum)
- DBS check/Police check or similar according to your country
- Eligibility to work in UK
- Good numerical skills to undertake a variety of tasks, e.g. maintaining accounts for classroom activities, producing reports
- Good literacy skills to undertake a variety of tasks, e.g. minute taking, maintaining diary(ies) producing correspondence
- Very good ICT skills, e.g. production of reports, correspondence, inputting / updating information
- Operate relevant equipment / complex ICT packages (e.g. Microsoft Office, Word, Excel, Outlook)

#### Desirable:

- Educated to Degree level standard or equivalent
- First Aid/Lifeguarding Certificate
- Safeguarding Level 2
- Child supervision or equivalent certificate
- Experience with BC inspection

### EXPERIENCE

- Experience in a summer school environment
- Experience as a manager
- Experience in a high-pressure environment
- Experience working with young people

### SKILLS KNOWLEDGE AND ABILITIES

- Excellent communicators, able to discuss important issues clearly and professionally with customers/clients/staff, face to face or via phone
- Effective people management skills
- "Can do" approach to work
- Ability to work under pressure and in a stressful environment, be adaptable.
- Ability to make decision quickly and calm and problem solving
- Ability to prioritise tasks

### PLEASE NOTE

Short-term language courses, by their very nature, require a degree of flexibility. The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the company has the right to update your job description, from time to time, to reflect changes in, or to your job.

You will be consulted about any proposed changes.

### ROOM AND BOARD

Full board accommodation including single room, breakfast, lunch, and dinner is provided. Employees living on-site will be expected to assist with extra duties, including early morning departures, late arrivals and curfew supervision.



### **PAY AND CONDITIONS**

Weekly salary: **£554.88** (gross salary).

The posts are offered on a residential full-board basis. Working hours will vary from centre to centre according to student numbers, frequency of intakes and staffing structures. Weekend/late evening work may be required. It would be to your advantage to open a British bank account otherwise the only option we have for foreign account is to pay you at the end of your working period. All the international bank fees are paid by the employees and deducted from the salary. If you have a British bank account, you will be paid every four weeks.

### **HOW TO APPLY**

To apply for this position, fill up the application form you find on our [website](#) and send a CV to [recruitment.lia@malvernplc.com](mailto:recruitment.lia@malvernplc.com).

### **SAFER RECRUITMENT POLICY**

Language in Action is committed to safeguarding and promoting the welfare of its students aged under 18 and expects all stakeholders and members of staff to share this commitment.

Language in Action operates a strict safer recruitment according to our safer recruitment policy and all staff will have checks made on their suitability to work with children prior to confirmation of employment.

All applicants will be required to supply an up-to-date CV (all gaps will be investigated) and the contact details of 2 suitable references (including former employers) which will be followed up prior to employment. The referees will be asked specifically about applicant's suitability to work with children.

All staff will be required to undergo an Enhanced DBS (Disclosure & Barring Service) check unless they provide details of their DBS Update Service subscription. Appropriate local police checks will be required from applicants living overseas. If applicants lived for more than 3 months in different countries within the previous 5 years, they will be required to provide a police check from each different Police country Department.

All staff will be required to provide proof of identity and all relevant qualifications (originals only) – photocopies will be taken for our records. They will also be required to sign a 'Suitability to work with Children Declaration' to state that they are not barred from working with minors.

Offers of employment are subject to two satisfactory references and a satisfactory Enhanced DBS / police check.