
Language in Action

(part of Malvern International)

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PART OF MALVERN INTERNATIONAL

Job description: Centre Manager

Line Manager: Operations Manager/Summer Operations Manager

Line Manager Reports to: General Manager

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. LIA summer centre is set up and managed according to company policies and procedures and we provide the high - quality service that the customers deserve.

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.

RESPONSIBILITIES AND TASKS

GENERAL

- 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, 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).

PEOPLE MANAGEMENT

- 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.
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- 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 Centre Manager 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.
- 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 to 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 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.

PERSON SPECIFICATIONS

QUALIFICATIONS

Essential

- Computer literate with emphasis on Microsoft Word, Excel, Outlook and Office package
- 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

Desirable

- First Aid/Lifeguarding certificate
 - Educated to degree level standard or equivalent
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- Safeguarding Level 2
 - Child supervision or equivalent certificate

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 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 tasks outlined in this job description are subject to change and it is expected that all Language in Action staff will assist in any tasks deemed necessary for the successful running of the centre and for which they can be considered qualified.

PAY AND CONDITIONS

Weekly salary: **£554.88** (gross salary). Holiday will be accrued in line with UK laws and regulations. The Centre Manager position is based on a 48hrs week.

Working hours vary from day to day and weekend/late evening work will be required. LIA/Malvern International does not make over-time payments but over time work may be taken as time in lieu in agreement with LIA Head Office.

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 two weeks.

ROOM AND BOARD

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

HOW TO APPLY

To apply for this position, fill up the application form you find on our website (website address below) and send a CV to emiliano.sallustri@malvernplc.com or use the link on the website to send a copy:

<https://www.languageinactionltd.co.uk/work-for-us>

SAFER RECRUITMENT POLICY

Language in Action operates a strict safer recruitment policy and all staff will have checks made on their suitability to work with children. All applicants will be required to supply an up-to-date CV and 2 positive references.

All employees 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 employees will be expected to provide proof of identity and all relevant qualifications (Originals only) – photocopies will be taken for our records. All employees will be required to sign a Children Act declaration to state that they are not barred from working with minors.
