

Title of Post: Centre Director
Reporting to: Director
Responsible for: DOS/Teachers
Activity Manager/Leaders
Welfare Manager

Working Timetable: Usually - Six days a week – One day off

Please note that due to the logistics of the employment, you may be required to be moved to another centre where extra staff are required. Only in this case will we cover all the travel expenses that may be incurred.

Purpose of the Job/Principal Duties

The Centre Director role is the main person responsible for the entire centre. All those involved with Go Language will report to the Centre Director. It requires a strong level of responsibility, flexibility and enthusiasm. Summer centres are very busy places and there may be duties to perform in addition to those detailed below;

Management of the Centre

- To motivate staff and lead by example.
- To organize, manage, motivate and monitor a centre with different teams of staff.
- To establish a friendly, professional, organised and motivational working culture and environment for the Go Languages team.
- To ensure the set of the centre is upheld.
- To ensure that the day to day operation of the centre runs smoothly including overseeing the running of the academic and activity programme.
- To hold regular meetings with Group Leaders to ensure their needs and those of their students are being met and also that they are fully aware of their responsibilities.
- To ensure staff are aware of safeguarding and welfare duties.

Welfare & Safety & Safeguarding

- To ensure proper levels of student safety, welfare and discipline are maintained.
- To monitor staff and student safety and welfare, addressing any concerns promptly and effectively.
- To organise and carry out 24hr emergency duties on a rota basis.
- To be aware the Safeguarding Policy and highlight/record/log and follow up any concerns noted from any member of staff or student.
- To address any student or staff concerns, keep a log, report to the relevant persons involved and follow up with a record of the outcome.
- To be aware of safeguarding duties regarding under 18's.

Company Quality Performance

- To ensure that what has been sold to the client is provided at the centre
- To ensure, upon arrival, students and Group Leaders receive their initial welcome and induction meeting.
- To ensure that student and Group Leader enquiries are handled promptly and effectively.

Student Support

- To manage all aspects of student accommodation, including room allocation where applicable.
- To carry out residential supervision duties, including meal and bedtime supervision.
- To arrange student departure transfers.
- To ensure that students are effectively supervised during meal times and at night.
- To address any student concerns, keep a log, report to the relevant persons involved and follow up with a record of the outcome.

Inductions

- To ensure that staff are met on their arrival at the centre by a member of the management team.
- To ensure that all staff are adequately inducted.
- To lead and participate in a comprehensive induction for all staff and ensure that other members of the management team are similarly prepared to deliver an effective induction for the staff they line manage.

Administration Duties

- To key a log of all meetings, complaints and absences.
- To shut down the centre at the end of the course and ensure that all equipment and materials are returned to head office.
- To organise centre transfers; this includes ensuring the relevant bookings of coaches, taxis, etc and assigning staff.
- To implement client feedback procedures, ensuring that feedback is recorded and where necessary remedial action is taken.
- To provide an end-of-course report to the Programme Manager.
- To implement and maintain weekly paperwork; weekly budgets, expenses budget and petty cash.

Liaising

- To develop a good working relationship with the college/school, ensuring their rules are adhered to.
- To ensure that Grievance and Disciplinary procedures are adhered to.
- To support and assist the other managers at the centre.
- To liaise regularly with the Programme Manager and Head Office.
- To adhere to every point of guidance and duties outlined in this job description and the Staff and Centre Director Handbook.
- To develop and maintain open lines of communication with Group Leaders.
- To liaise with all other members of the Go Languages Team keeping all lines of communication open.
- To develop a strong rapport with all departments in Go Languages developing working and professional relationships.

In the Classroom/On an Excursion/During an Activity/At the Centre

- To behave in a professional manner.
- To adhere to Safeguarding and Welfare duties.
- To show leadership skills.
- To provide support to those involved.

- Qualifications/Experience - Desirable

- Educated to degree level.
- Current first aid certificate.
- Experience of working with children.
- Previous experience of role.
- Previous summer school experience.

Staff Induction

- To attend a staff induction and take an active part in discussion and feedback.

Personal Development CDP

- All staff are observed in the first week of employment & have appraisals and goal setting tasks.
- You need to be able to set yourself goals that you would like to work on during your time with Go Languages.
- Weekly training or feedback sessions.

Health & Safety

- To comply with all health and safety procedures as required by the Company.
- Being aware of relevant fire, health and safety issues in the classroom and around the centre and during excursions.
- A First Aid qualification is desirable. If you have such please make sure a copy of your certificate is available.

Child Protection & Safeguarding

- All staff share the responsibility for safeguarding and promoting the welfare of children and must adhere to, and comply with, Go Languages Worldwide Safeguarding Policy.
- To provide safety and welfare assistance to students.
- To be vigilant for possible welfare problems of students.

Go Languages Reputation & Code of Conduct

- To actively support Go Languages Worldwide in its mission to provide quality learning.
- To provide courses that will challenge the students (realise their potential) and work together to reach their academic targets and support them.
- To comply with management requests to follow the guidelines of external organisations such as British Council in a timely and accurate manner.
- To be dressed in a presentable professional way and always start on time and if this is not possible to inform your manager as early as possible.
- Develop a good rapport with the students and Group Leaders and avoid absences as much as possible.
- There is a specific list of what code of conduct we expect from all staff members in our Staff Handbook.

Go Languages Worldwide Equal Opportunities Statement

- Our Equal Opportunities Policy states: - “In the recruitment, selection, training, appraisal, development and promotion of staff, the only consideration must be that the individual meets, or is likely to meet the requirements of the programme or course or post.
- The requirements being met, no employee will be discriminated against on the basis of their sex, race, colour, ethnic origin, nationality (within current legislation), age, disability, sexual orientation, marital status, caring or parental responsibilities, or beliefs on matters such as religion or politics.”

Person Specification for Centre Director**Skills**

- Strong Managerial presence and Team Player
- Flexibility and adaptability
- Good communication and interpersonal skills
- Excellent organisational skills
- Ability to work in a high pressured environment
- Excellent multi-tasking ability
- Ability to work within budgets
- Enthusiasm and ability to inspire a team of staff

Essential Skills

- Leadership
- Willingness and ability to work as part of a team
- Organisation and ability to prioritise
- Customer Service Background
- Excellent communication and interpersonal skills
- Willingness to take direction and learn
- Respect for race and diversity
- Management experience in a summer school
- Experience of supervising / working with minors

Compensation

Weekly pay for Centre Directors: Very competitive gross salary depending on the experience of the applicant + holiday pay accrued.