



Job Description – Centre Manager Junior Summer Centres

Introduction

The Lewis School of English was established in 1976 and has been running junior programmes since 1997. Our main school and all our summer junior centres are accredited by the British Council. We are also members of Quality English and English UK, and are an Investor in People. We proudly describe ourselves as a 'boutique' language school – independent, customer-focused and high in quality.

Our students come from all over the world – across our summer centres we welcome students from over 30 different countries each year. Students receive English language tuition together with a fun-filled activities programme. The activities programme includes daytime and evening activities and full-day and half-day trips to local attractions and popular tourist destinations. In larger centres we operate a 'zigzag' timetable whereby half of the students have lessons in the morning and activities in the afternoon and the others vice-versa, alternating on a weekly basis. Please note that the programmes and timetables are different for each centre.

Main Duties / Responsibilities

- To ensure that the centre delivers the advertised programme and ensure customer satisfaction
- To ensure that the day to day operation of the centre runs smoothly including overseeing the running of the academic and activity programme
- To implement and maintain weekly paperwork; weekly budgets, expenses budget and petty cash and submit all paperwork to Head Office on time
- To take overall responsibility for the finances of the centre including booking and checking transportation arrangements
- To manage all aspects of student accommodation, including room allocation where applicable
- To confirm student departure transfers
- To ensure high levels of student safety and welfare are maintained and to deal with or oversee all aspects of student discipline
- To develop a good working relationship with the college/school, ensuring their rules are adhered to
- To establish a positive working environment amongst the team of staff and to lead by example
- To support and assist the other managers at the centre
- To ensure that all staff are adequately inducted
- To liaise regularly with the Junior Centres Manager and Head Office

- To carry out residential supervision duties, including meal and bedtime supervision and guardian duties where necessary
- To ensure that all aspects of the services you are responsible for comply with and where possible surpass the British Council inspection criteria

Working week

The Centre Manager works six days out of seven each week

Reporting to:

This position reports to the Junior Centres Manager

Person Specification

Essential

- Enthusiasm, with strong managerial presence and team-focused attitude
- Flexibility and ability to adapt to change
- Excellent communication and interpersonal skills
- Ability to multi-task, organise and work under pressure
- Ability to think on your feet and solve problems
- Ability to work within budgets
- Ability to delegate to others when necessary and with authority
- Previous managerial experience

Ideally you will have:

- Previous managerial experience in summer schools
- Experience of supervising / working with minors
- Residential experience
- Customer service experience
- First Aid qualification or willing to train

Other Information

Remuneration depends on the size of the centre and the experience of the applicant

The post is residential (full board accommodation is included)

Staff will accrue prorated paid holidays at the statutory rate of 5.6 weeks per annum. Unless there are special circumstances agreed during the interview, this holiday can only be taken at the end of the contract and staff will be paid for this untaken holiday at the end of their employment.

You must be eligible to work in the UK and you will need to provide, or agree to undergo a Criminal Records Check.

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