

Centre Director

Reporting to:

Operations Director

Responsible for:

DOS/Teachers, Activity Manager, Activity Leader, Welfare Manager, Night Guardian, Students, Group Leaders

Working Timetable:

Usually -Six days a week – One day off; Maximum 48 hours per week.

Employment Period:

End of June - Beginning of August

Location:

Galway, Ireland; Edinburgh, Scotland; Carmarthen, Wales; York, Bristol, Worcester, Bath, Reading, London, Dover, UK

*See website for further information

Please note that due to the logistics of employment, you may be required to be moved to another centre where extra staff are required. In the event that this occurs, MLA will cover all the travel expenses that may be incurred.

MLA (Move Language Ahead) is an industry leader in providing safe, educational, and cultural programmes to students from around the world. Each year thousands of students travel with MLA as part of our short-term English as a second language (ESL) programs. Along with our proprietary ESL curriculum, we also provide our students with great excursions featuring some of the most popular historical and tourist destinations across the country.

Centre Director; Job role & principal duties

The Centre Director is responsible for all aspects of operation of the centre. This is a key role within the company being the most senior in the centre and it involves the ability to manage many different aspects of the programme in order to provide excellent programme delivery and customer service for our international clients. The Centre Director will be an accomplished communicator with the ability to adapt to different situations in a fast paced summer school environment. They will oversee all departments and staff on site including the Academic, Activity, and Welfare staff, ensuring the smooth operation of the centre. They will act as the company ambassador, liaising with all Group Leaders to ensure programs, activities and classes are delivered to a high standard and that all Group Leaders and students are happy. It requires a strong level of responsibility, flexibility, enthusiasm and interpersonal skills. 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, organize, manage and lead all staff on site demonstrating a high standard.
- To establish a friendly, professional, organised and motivational working culture and environment for the MLA team.

- To understand the roles and duties of all staff members so you can manage them effectively.
- 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 hold regular meetings with staff from all departments to ensure cohesiveness and
- To ensure staff are aware of safeguarding and welfare duties and adhere to them.
- To have read and be fully conversant in staff manuals including Operations Manual, Staff Handbook, Group Leader Handbook, Health and Safety Manual and Safeguarding.

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 the rota for 24hr emergency duties among management staff as well taking part 1-2 days/week.
- 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 understand procedures and be familiar with local Safeguarding authorities.
- 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.
- To develop positive relationships and maintain open lines of communication with Group Leaders. You must acknowledge the company's main priority is the Group Leaders and liaise with all Group Leaders through daily meetings, taking part in all the meals and meeting their needs in any possible way.

Student Support

- To manage all aspects of student accommodation, including room allocation where applicable.
- To carry out residential supervision duties, including meal and pastoral supervision .
- To arrange student departure transfers and ensure staff are allocated appropriately.
- 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.

Induction

- 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 keep 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 itemized and returned to head office.
- To organise centre transfers; this includes ensuring the relevant bookings of coaches, taxis, etc and assigning of 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 Operations Manager.
- To implement and maintain weekly paperwork; weekly budgets, expenses budget and petty cash.

Liaising

- To develop a good working relationship with the university/school, ensuring their rules are adhered to and procedures are followed.
- Ensure that the host centre is aware of catering, accommodation, classroom and activity needs.
- To ensure that Grievance and Disciplinary procedures are understood and adhered to.
- To support and assist the other managers at the centre in whatever way is needed.
- To liaise regularly with the Operations 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 MLA team keeping all lines of communication open.
- To develop a strong rapport with all departments within MLA, developing working and professional relationships.

To uphold MLA as an industry leader in providing safe, educational, and cultural programmes to students from around the world

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

- To behave in a professional manner and demonstrate leadership skills.
- To adhere to Safeguarding and Welfare duties.
- To provide support to all staff, Group Leaders and students at all times.

MLA Staff Training

- To attend all required paid training and induction meetings and take an active part in discussion and feedback prior to start of employment.

- Review groups, accommodation, programs and itineraries and become knowledgeable about all aspects pertaining to a groups stay.
- Prepare and lead activity and excursion training sessions to all activity staff.
- Complete any required training sessions/courses both online and in person as directed.
- Provide all necessary paperwork prior to employment.

MLA Staff 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 MLAs.
- Weekly training or feedback sessions for yourself as well as leading these sessions for activity staff.

Health & Safety

- To comply with all health and safety, first aid and welfare 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.
- This role involves lifting and standing for long periods of time.

MLA Child Protection & Safeguarding

- All staff share the responsibility for safeguarding and promoting the welfare of children and must adhere to, and comply with, Move Language Ahead's Safeguarding Policy.
- To provide safety and welfare assistance to students.
- To be vigilant for possible welfare problems of students.

Move Language Ahead Reputation & Code of Conduct

- To actively support Move Language Ahead 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.

Move Language Ahead 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.”

Move Language Ahead Welfare and Safeguarding Statement:

Move Language Ahead is committed to safe practices in recruitment and selection that includes consideration of issues to do with child protection, safeguarding and promoting the welfare of children and young people. Successful applicants will undergo an Enhanced DBS check, have their references verified and checks completed in line with our Safeguarding & Safer Recruitment Policy.”

Person Specification for Centre Director**Qualifications/Experience – Ideally you will have:**

- 2 + years management experience within hospitality, events or TEFL industry.
- Current first aid certificate or willingness to obtain.
- A qualification in education/youth working/sport or TEFL.
- Previous experience working with children in a summer school.
- Previous budget management experience.
- Flexibility and adaptability
- Excellent communication and interpersonal skills
- Excellent organisational skills
- Ability to work in a high-pressure environment
- Excellent multi-tasking ability
- Ability to work within budgets
- Enthusiasm and ability to inspire a team of staff

Essential Skills

- Leadership and strong managerial presence.
- 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 new skills
- Respect for different cultures, race and diversity
- Management experience in a summer school
- Experience of supervising / working with minors

Compensation

£600/week

*Inclusive of Holiday Pay (12.07%)

**Free room and board

PHYSICAL DEMANDS

Do the essential functions of this job require lifting? Yes

If yes, how many pounds? 25 lbs.

Do the essential functions of this job require standing? Yes

Do the essential functions of this job require walking upstairs? Yes

Do the essential functions of this job require stretching? No

Do the essential functions of this job require bending? No