



Job Description Centre Manager

Line Manager: Operations Director

Line Manager Reports to: Managing Director

Responsible for: The overall running of the centre with day-to-day administration, welfare of students, team management and customer interaction. Overseeing the running of the academic and activity programme.

Purpose: It is the Centre Manager's responsibility to have a complete overview of every aspect of the GIE centre. They should; ensure the smooth running of each department; establish working procedures; act as a company representative to clients; control financial accounts; ensure the completion of day-to-day administrative duties and liaise with the venue regarding accommodation and meals.

It is not an office-based job with regular hours. You must be outgoing, confident, flexible, be able to manage and motivate others, and be prepared to help with their work when necessary.

This is a managerial residential position and you will receive full board accommodation.

Responsibilities & Tasks

General

1. To set up and manage the summer centre. To familiarise yourself with the campus and course town where you are based so that you have in-depth knowledge of all important amenities and local services.
2. To line manage the Activity Manager and Student Welfare Officer and conduct regular performance evaluations.
3. To work with the Director of Studies and Academic team providing support as necessary
4. To actively monitor the academic and activity programmes and ensure that the programmes operate to the high standards required by GIE.
5. To ensure that all members of staff are aware of their responsibilities, and are carrying them out in a professional manner and assisting them should they need it.
6. To liaise with the Operations Director and Head Office on a regular basis to discuss the general running of the course.
7. To represent GIE professionally at a local level, implementing company policies/instructions and effectively/accurately communicating them to staff, customers and the venue as necessary.
8. To ensure GIE customers (Leaders & Students) receive good customer service from the point at which they arrive at the centre until they leave. The Centre Manager must hold regular meetings with Leaders to gather feedback and take pro-active, positive action to address any issues that they may have.

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9. To hold a weekly focus group with students in order to get more detailed feedback.
10. To hold a weekly meeting with the other management staff to ensure that everybody is communicating fully about their different areas of responsibility.

Administration

1. To liaise with the staff of the institution where the centre is based over issues relating to facilities, accommodation and food. This will involve completing rooming lists for all groups, confirming all catering numbers in accordance with catering team on-sites requirements and confirming bookings of any additional facilities required to run our course e.g. sports pitches, sports hall, disco.
2. To follow and complete all daily and weekly tasks as per pre-arranged schedules.
3. To update Head Office with student numbers and meal logs as per company deadlines.
4. To oversee the management of all arrivals and departures of groups. Working closely with Head Office on transfer times and airport meet & greets.
5. To keep comprehensive written records for the centre (including writing an end of course report) and running the centre within the agreed budgetary guidelines.
6. To keep the banking and petty cash amounts up-to-date and send weekly reports to head office.
7. To ensure all departments are working from the correct student numbers and group programmes.
8. To distribute and collect questionnaires for all leaders and students. To manage the results and take any action required.
9. To regularly check that all centre staff are adhering to deadlines and recording their work in the correct way.
10. To maintain the visitors' book and ensure that all guests are being signed in according to company policy.

Student Welfare

1. Offer all students equal opportunities to learn and maintain an environment in which no student is exposed to discriminatory behaviour.
2. Maintain safety of all students at all times within the school environment, prepare risk assessments where necessary.
3. Act in accordance with school's child protection and PREVENT policies, monitoring and reporting on student welfare when appropriate.
4. Provide a warm and supportive environment in school at all times.



5. Assist students with any issues.
6. To organise, lead and record fire drills and fire walk through for all staff and students.
7. To ensure Group Leaders receive an induction on site and understand their welfare responsibilities and GIE standards of care expected of them.
8. Report any student problems to the Academic or Operations Director
9. Positively promote the school's equal opportunity, safeguarding, anti-bullying and prevent policies.
10. Safeguard the mental and physical welfare of all students.
11. Promote core British Values and challenge when inappropriate views are expressed.

Personnel

1. To manage staff effectively and ensure that:
 - a. The centre office is functioning and secure at all times.
 - b. Accurate data on students and staff is maintained and kept secure.
 - c. All documentation is checked, centre administration is carried out correctly, and that paperwork is completed on time.
 - d. The state of premises, equipment and resources are monitored throughout the course.
 - e. High levels of performance are maintained.
2. To establish and maintain open communication with the Director of Studies, Activity manager and Student Welfare Officer.
3. To assist the Director of Studies and Activity Manager on all issues relating to Teachers, Activity Leaders and Night Supervisors to encourage a positive working relationship between all members of staff.
4. To develop a positive rapport with all Group Leaders and ensure that confidence is maintained in the Centre Manager at all times.

Rates of Pay

Rates of pay will be detailed in your job offer. Salary depends on the size of the centre and the experience of the employee. Salary is paid fortnightly in lieu.

The role is 6 days a week and all accrued holiday is paid. Accommodation is provided during the period of employment by GIE. Working hours will include evenings and weekends.

All staff have a duty of care at all times. There are times on campus when students are not directly supervised (having lunch, walking to and from the residence, chatting with friends, etc.), but this duty of care means that staff must remain vigilant during these non-teaching and non-activity times, so that any behaviour which might lead to harm of the individual or those around him/her can be stopped or reported.



Training

It is a prerequisite of employment that all Centre Managers attend the training sessions. This training session includes their statutory induction. Accommodation and food will be provided. Full details of the training sessions will be sent at a later date.

In addition, all management staff will receive a job-specific management manual, detailing their role and company procedures. All managers are required to read and understand their manual fully and implement the procedures contained within.

Safer Recruitment Policy

Greenwich International Education 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 (any gaps in employment history must be explained satisfactorily) and the contact details of 2 suitable referees (including former employers) which will be checked prior to employment. The referees will be asked specifically about your suitability to work with children.

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.

All employees will be expected to provide proof of identity and all relevant qualifications (originals only) -copies will be taken for our records.



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