

Job Description

Centre Manager (Residential)

St Giles has 69 years' experience in providing high quality English courses. From the moment our young learners arrive, St Giles staff work hard to ensure that they are active, learning effectively and having the educational experience of a lifetime.

St Giles Juniors attracts students from more than 50 different countries and is a highly regarded summer school provider. Our residential Juniors programmes welcome children from age 8 to 17 and 5-17 on Family Courses. All staff are considered ambassadors of the company and are challenged, both individually and collectively, to share the organisation's ethos and actively contribute towards achieving its objectives.

Our goal is to give students an educational, culturally-enriching, enjoyable and memorable summer experience in a safe and supervised setting. We only employ people who are willing to accept this responsibility and have the necessary wide-ranging skills, experience and commitment to help us achieve our goal of being the very best junior course provider.

It will be necessary to always put the welfare of students first. The working day is challenging and can be very tiring, but also filled with teamwork and a real sense of achievement in delivering an exceptional programme, ensuring that our students have a positive experience from the moment they arrive.

Job Description

Reports to: Director of St Giles Juniors and additionally to other Directors and senior management within the organisation, as and when required.

Duties

Set up and Close down:

- Ensure that all team members are adequately briefed and work timetables are allocated.
- Unpack all resources at the beginning and pack up at the end of the course, monitor usage and report any missing or damaged materials.
- Conduct pre-course and post-course damage itinerary with the representative from the host institution.
- Ensure that the centre is set up and prepared for the students' arrival.

Centre:

- Oversee and direct the academic and social programme and take responsibility for the overall success of the course.
- Liaise regularly with the host representative to ensure a positive relationship.
- Ensure that all St Giles Juniors' rules, procedures and directives are understood and followed to in full, both by yourself and your staff.
- Supervise centre finances and ensure the profitability of the centre, by ensuring that all money, credit cards and documents are stored safely and securely.
- Maintain accurate accounts and ensure the financial success of the course, controlling expenditure to within agreed budgets, monitoring classroom loading, leisure costs, managing petty cash, and reconciling expenditure at the end of the week/course.

Job Description

Staff:

- Build a dedicated teaching and programme support team who will work to St Giles standards.
- Conduct regular staff meetings; carry out necessary training and appraisals reporting any related issues to the Director or Deputy Director of Juniors.
- Monitor staff working hours, amend staff schedules, where required.
- Ensure adequate levels of staffing throughout the course; assisting with student arrivals and departures, supervising the leisure programme, teaching and pastoral duties as required.
- Make staff available for other centres or duties as directed by the Director.

Students:

- Welcome students and Group Leaders on the first day, introducing the team and explaining the academic and leisure programme.
- Ensure students are placed in the correct class and level.
- Ensure that staff and students have a clear understanding of staff roles, school rules in the form of the St Giles Juniors Discipline Policy and areas that are out of bounds.
- Ensure that both students and staff understand the daily routine and make sure this runs like clockwork. Be present at integral parts of the day: greeting the students, huddles, meals, evening walk around.
- Continuously check every student and group leader is satisfied with their course; tailor the programme (while staying within budget) when necessary to ensure maximum customer satisfaction and act on feedback.

Day-to-day:

- Manage the course daily- monitoring the performance of the St Giles team as well as the satisfaction levels of the students (through End of Week One Questionnaires, End-of Course Questionnaires and by talking to students and group leaders regularly).
- Appropriately handle welfare and disciplinary issues during the course including student illness and staff issues.
- Teach as required, during low student numbers and during emergencies/absence, or as directed by the Director.
- Ensure the safety and welfare of the students at all times, liaising with the Deputy/Director as appropriate.
- Report regularly to the Director on day-to-day events during the course.
- Take overall responsibility for disciplinary matters in line with the policy and in consultation with the Director where necessary.

Safeguarding:

- Responsible for all on-site safeguarding. Keep a log of safeguarding and welfare incidents. Report all incidents to the designated safeguarding lead: Director of Juniors, Kate Knight.
- All staff complete online safeguarding training prior to commencement of contract. Take on additional safeguarding training, if required.

Other:

- Welcome visitors to the programme as required (e.g. third party agents, colleagues from St Giles, language agencies, inspectors from accrediting bodies).
- All other reasonable requests.

Job Description

Person Specification

Essential	Desirable
Eligibility to work in UK	Experience of managing budgets
18+ years old	First degree
DELTA/ MA TESOL/ MA ESL or equivalent or extensive experience running activity programmes	Experience in a customer facing or customer service role
Experience in managing a team	First Aid qualification
Ability and confidence to lead by example	Experience of working in a management position at residential junior summer school
Experience of working with children and/or teenagers in a residential summer school	
Ability to react positively to quickly changing and high pressure circumstances in a calm, collaborative and professional manner	
Can-do, approachable, positive and friendly attitude	
Excellent organization and interpersonal skills	
Experience and competence in Microsoft Office packages	

Salary

£730.00 per week, full board accommodation included. Plus, accrued holiday pay.

Returnees

At the end of the successful completion of their contract, returnees will receive a bonus based on the number of summer seasons they have been employed by St Giles Juniors since 2022.

Summers 2022 and 2023 - **£120**

Summer 2023 - **£60**

Course location and dates

The St Giles Juniors residential Summer programmes will be based at
University College London
Oxford Brookes University
The University of Brighton
The King's School, Canterbury

The St Giles Family Course programmes will be based at
De Morgan House, London
Jubilee Library, Brighton
St Mary's School, Cambridge

Courses run from 23rd June to 11th August 2024 (centre dependant)

Job Description

On site induction and set up will be up to two days before the start date. Management training weekend will take place on the 8th-9th June 2024.