

Family Course Coordinator - London (Non-Residential)

St Giles has over 68 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 Family Courses are highly regarded and attract students aged from 5 to 15 from more than 25 different countries. All staff are considered ambassadors of the company and share the organisation's ethos, actively contributing towards achieving its objectives.

Our goal is to give students and their parents 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 and family course provider.

Management for us is about dealing with people as customers and this will involve a variety of people such as students, parents, host institutions agents, staff and drivers. You must be confident, organised and able to make the right decisions under pressure. It will be necessary to always put the welfare of students first. The working day is challenging 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.

Main Purpose of the Job

Take responsibility for the overall success of the course. Ensure that lessons and the leisure programme are delivered in accordance with St Giles' criteria to the maximum benefit of students. The Family Course Coordinator is the face of the centre and ultimately the face of St Giles Family London and must be able to inspire both staff and students, leading by example with a clear and effective management style.

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

Duties

Set up and Close down:

- Attend the pre-course training
- Ensure all team members are adequately briefed and work timetables are allocated.
- Set up and pack away all resources and monitor usage, reporting any missing or damaged materials.
- Conduct pre-course and post-course damage itinerary with the representative from the host institution.
- Ensure that the host institution is set up and prepared for the students' arrival.

Centre:

- Oversee and direct the academic and social programme.
- Liaise with the host representative to ensure a smooth relationship.
- Ensure that all St Giles Juniors' rules, procedures and directives are understood and followed in full, both by yourself and your staff.
- Supervise centre finances and ensure the profitability of the course, by ensuring that all money, credit cards and documents are stored safely and securely.

Job Description

- Maintain accurate accounts and ensure the financial success of the family course, controlling expenditure to within agreed budgets, monitoring class ratios, leisure costs, managing petty cash, and reconciling expenditure at the end of the week/course.

Staff:

- Lead a dedicated teaching and programme support team who will work to St Giles standards.
- Conduct staff meetings; carry out necessary training and appraisals reporting any related issues to the Operations Manager/Director of Juniors.
- Monitor staff working hours, produce staff schedules.
- Ensure adequate levels of staffing throughout the course; supervising the leisure programme, teaching and pastoral duties as required.
- Making staff available for other centres or duties as directed by the Director.

Students:

- Welcome students and parents on the first day, introducing the team and explaining the academic and leisure programme.
- Ensure students are 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 parents, lunch, city tours while out on an excursion.
- Continuously check every single student and parent is satisfied with their course; tailor the programme (while staying within budget) when necessary to ensure maximum customer satisfaction.

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 parents 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 Operations Manager/Director as appropriate.
- 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. A Log must be kept of safeguarding and welfare incidents. All incidents to be reported to the designated safeguarding lead: Director of Juniors, Kate Knight.

Other:

- Meet with the Director and/or Operations Manager each week and provide a full briefing on the centre and the staff.
- All other reasonable requests.

Qualifications and Experience

- A Cambridge CELTA or equivalent
- A Cambridge DELTA, MA TESOL, MA ESL or equivalent (preferable)

Job Description

- A first degree (preferable)
- Experience of managing/supervising a team
- Experience of managing budgets (preferable)
- Experience of working with children and teenagers

Requirements of the Job

- Attendance at online management staff development course
- Attendance for the length of the contract on six days per week
- DBS check
- First aid training (paid for by St Giles Juniors)

Salary and working hours

£756 per week.

Usual working hours are 8.30am – 5.30pm Monday to Saturday.

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

De Morgan House London, WC1B 4HS

St Giles London Central, WC1B 5AR

23rd June – 11th August 2024