

Centre Manager (Residential)

St Giles has 70 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, depending on location. 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, Regional Operations Managers, 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, alongside the Academic and Activity Managers, 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 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 relevant member of the Juniors HO team.
- 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 Juniors HO team and ensure rotation of staff for weekly airport duty.

Students:

- Welcome students and Group Leaders on the first day, introducing the team and explaining the academic and social programme.
- Alongside the Academic Manager, 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 pertinent 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 (formal and informal).

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.
- Ensure the safety and welfare of the students at all times, liaising with the Juniors HO team, 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
- All staff complete online safeguarding training prior to commencement of contract. Take 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 of working in a management position in a residential summer school	First Aid qualification
Ability and confidence to lead by example	
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

£850 per week, full board accommodation on site included. Plus, accrued holiday pay.

Requirements of the Job

- Attendance at staff training and induction
- Attendance for the length of the contract on six days per week
- Enhanced DBS check (paid for by St Giles Juniors)
- First aid trained (paid for by St Giles Juniors)

Timetable

Centre Managers work up to 55 hours a week with one day off a week as do other members of the onsite management team. All onsite managers will need to take the emergency phone overnight on a rota basis. If required to work during the night, overtime will be paid at the usual hourly rate. Details available on request.

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.

3 or more summers (2022, 2023, 2024) - **£180**

2 Summers (2023 and 2024) - **£120**

1 Summer (2024) - **£60**

Course location and dates

The St Giles Juniors **residential** summer programmes will be based at

University College London
Oxford Brookes University

Job Description

The King's School, Canterbury
St Mary's, Cambridge
The Ackworth School, Yorkshire

Residential courses run from 29th June to 10th August 2025 (Centre dependant. Please check dates for your preferred centre)

Induction and training

On site induction and set up will be up to four days before the start date.

London Juniors – 25th to 28th June 2025

Oxford, Canterbury & Cambridge Juniors – 2nd to 5th July 2025

Yorkshire Football Academy – 5th to 8th July 2025

St Giles Juniors is committed to a safer recruitment policy that requires all applications to provide a full and up-to-date work and education history. You will be asked to explain any gaps in your CV. You should provide the contact details of at least 2 referees. Referees will be asked specifically whether there is any reason that you should not be employed in situations where you have responsibility for under 18s. Conditional offers are also subject to an enhanced check through the Disclosure and Barring Service and/or a police 'certificate of good conduct' from country of residence.