



JOB DESCRIPTION

Role:	Centre Manager
ILH Centre:	ILC Colchester
Report to:	Coordinator of Summer Centres
Residential/Non-residential:	Non-residential

KEY ROLES

- Ensure the well-being and safety of all ILH students and staff at all times.
- Be responsible for the overall smooth running of Colchester Summer Centre.
- Work with the Head of Activities (HoA) to deliver good customer service and ensure the success of the ILH Summer School programme.
- Coordinate and manage the Teaching Programme and, with the Head of Activities (HoA), ensure the Teaching and Activity Programmes are successfully integrated.
- Share Welfare and Child Protection duties with the Head of Activities (HoA).

SPECIFIC RESPONSIBILITIES

Administrative

- Ensure compliance with all of the British Council Accreditation criteria and the successful delivery of the ILH course as set out in the ILH brochure.
- Maintain the inventory of ILH resources and equipment and make recommendations for further purchases, within the budget, as necessary.
- Monitor the state of the premises and hired equipment throughout the course and report any damage or breakages to the Coordinator of Summer Centres.
- Monitor and manage the cash float, and together with the Head of Activities, ensure that the budget is adhered to, maintaining accurate accounts and keeping receipts and records of transactions.
- Maintain records of staff working hours, recording any overtime/absence, and submitting them to the Coordinator of Summer Centres on a weekly basis.
- Oversee the implementation and success of the activity and excursion programme and liaise with the Head or Activities.
- Liaise with Group Leaders about any issues that may arise.
- Liaise with the Accommodation Officer about any issues that may arise with Homestay providers.
- Keep open communication with the Coordinator of Summer Centres on a daily basis.
- Brief all staff and ensure they are well-prepared and carry out all of their duties to a high standard.
- Hold daily morning assemblies with all staff, students, and Group Leaders.
- Hold daily morning meetings with Group Leaders.
- Hold weekly teachers' meetings/workshops.
- Hold weekly farewell assemblies and organise a Certificate Ceremony, every Friday.
- Distribute and gather weekly feedback forms from students and Group Leaders, every Friday.
- Produce end of course certificates.
- Hold end of course face-to-face appraisals for all staff members.
- Together with the Head of Activities, share responsibility for the 24hr emergency phone.
- Be prepared to respond to out-of-hours situations, if required.



- In an emergency, take part in an excursion.
- Deputise for the Head of Activities, in his/her absence, as required.
- Assist with the organising and packing up of your office on the last Friday of the course.
- Provide a detailed report at the end of the contract with recommendations for future years.
- Participate in a post-course review meeting and set targets for the following year.
- Carry out all reasonable duties as recommended by the Coordinator of Summer Centres.

Academic

- Act as Director of Studies for the Colchester Centre and ensure a successful Academic Programme.
- Ensure that all teaching is delivered in accordance with the British Council Accreditation Scheme's requirements, and the guidelines in the ILC Staff Handbook and Teacher's Annex in the ILH Staff Induction Booklet.
- Ensure that all teachers are familiar with and maintaining teaching records.
- Ensure that there are sufficient academic resources available, and that teachers are familiar with their use.
- Support and advise teachers by providing workshops/training meetings as required.
- Train and supervise teaching staff in the placement testing of new students, and place new students into classes according to their level.
- Devise and coordinate day-to-day timetabling of classes and assign teachers to classes.
- Inform the Coordinator of Summer Centres of any staffing issues, in advance where possible.
- Observe all teachers during the first or second week of their contract and provide both oral and written feedback.
- Monitor and ensure that student learning is taking place.
- Liaise with Group Leaders about any academic issues that may arise.

Welfare

- Create a positive atmosphere and motivate and support all staff.
- Implement an 'open door policy' inviting open communication, feedback, and discussion between you and all staff.
- Ensure you have read all relevant ILC and ILH handbooks and are aware of your duties and responsibilities and signed all required documentation.
- Ensure you have read, understand and are compliant with all relevant ILC and ILH policies, and follow Health & Safety regulations.
- Ensure all staff and Group Leaders have read their handbooks and are aware of their duties and responsibilities and signed all required documentation.
- Ensure all staff have read, understand and are compliant with all relevant ILC and ILH policies, and follow Health & Safety regulations.
- Ensure all students have received, read and understand the information in their handbooks.
- Organise inductions for all students and Group Leaders on their arrival at ILC Colchester.
- Ensure you and all staff, students and Group Leaders are aware of the fire evacuation procedures at ILC Colchester, and plan regular fire drills with the school Principal.
- Monitor students' attendance and punctuality.
- Ensure students are monitored during their breaks and during lunchtime, as adults will be in the building, ensuring any special dietary requests have been met. Confirm dietary requirements with the Coordinator of Summer Centres and Group Leaders.
- Ensure all concerns and incidents are reported and recorded immediately to the Coordinator of Summer Centres (Safeguarding Lead) and followed up within 10 days.



INTERNATIONAL
LANGUAGE CENTRES



INTERNATIONAL
LANGUAGE HOLIDAYS

CENTRE MANAGER

- Ensure all staff and student's cultural and religious needs are met and respected.
- Ensure all students are happy and adjusting to UK life and enjoying their learning experience.

Pre-course

- As part of the management team, take part in a preparation week at ILC Colchester to ensure that all systems are in place and ready for the start of the course.
- Take part in the induction at ILC Colchester on the Friday or Saturday before the start of the course.
- Successfully complete a short, **online Safeguarding** course and provide certificate.
- Successfully complete a short, **online Fire Safety** course and provide certificate.

GENERAL ACCOUNTABILITIES AND RESPONSIBILITIES

Ensure compliance with and actively promote the Health and Safety at work legislation, ILC and ILH H&S policies and procedures, Equal Opportunities, Prevent and Child Protection & Safeguarding policies and ILH Code of Conduct.

Comply with the Data Protection Act 1998 (all employees of ILC and ILH will not disclose or make use of, for their private advantage, any information held on manual or computer records, which are not available to the public, however acquired).

The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be called upon to carry out such other appropriate duties as may be required within the level of the post and the competence of the post holder.

DATES: **23 June – 18 August 2024**

Preparation week from 17 - 21 June at ILC Colchester

Post Summer School review meeting at ILC Colchester – date to be arranged

SALARY: **£675 per week** (+ 12.1% statutory holiday pay, paid in the final week).

For attendance at the post-course review meeting, you will be paid at a rate of £19 per hour.

There is an additional payment of £20 per week for returning staff (not staff paid hourly).

For preparation week, you will be paid £400.

For the induction you will be paid £60 + holiday pay for the session.

TIME OFF: **One day per week (Sunday)**

***You are required to be on standby on Saturdays for excursions**

If you are unable to carry out your full duties within your contractual obligations, your salary will be adjusted accordingly.

It is the responsibility of all ILH employees to promote and safeguard the welfare of all children and young persons they are responsible for or come into contact with. All employees will be asked to undertake a Disclosure and Barring Service check (DBS).





PERSON SPECIFICATION

Essential:

- Extremely high standards of English (= IELTS score of 9 in speaking, writing, reading, understanding or educated at primary and secondary school in English in an English-speaking country)
- DELTA or equivalent
- First degree or equivalent
- Eligibility to work in the UK
- Up-to-date knowledge of British life and culture
- Understanding of Safeguarding and Prevent Duty
- Excellent written and oral communication skills
- Excellent organisational and leadership skills
- Good working knowledge of Microsoft and Google programmes
- Genuine interest in working with Young Learners
- Availability to work evenings and Saturdays, if required

Desirable:

- Experience of working with Young Learners
- Experience of working at a summer school
- Experience of materials development
- Valid, enhanced DBS certificate for the child workforce
- Basic first aid training

PERSONAL QUALITIES

Essential:

- Professional attitude and smart appearance
- Ability to motivate and develop teaching staff
- Ability to build effective working relationships
- Ability to relate to all staff at all levels
- Ability to organise and manage own work
- Ability to remain calm under pressure
- Ability to deal with difficult situations
- Ability to make sound decisions
- Ability to accept responsibility
- Excellent problem-solving skills
- Willingness to be flexible
- Good social and communication skills
- Good listener
- Enthusiastic and energetic
- Self-confident
- Culturally sensitive
- Team player
- Tactful and diplomatic
- Patient
- Innovative