


International House London – Young Learners Job Description 2019


This job description summarises the purpose of the job and lists its key tasks. It is not a definitive list of all tasks to be undertaken as those can be varied from time to time at the discretion of the Centre Manager and/or Young Learners Management.

POST TITLE	Activity Manager (RESIDENTIAL)
LOCATIONS	<ul style="list-style-type: none"> • International House Oxford, St Edward’s School, Woodstock Road, OX2 7NN • International House Ellesmere, Ellesmere College, Shropshire, SY12 9AB • International House Moulton, Moulton College, Northamptonshire NN3 7RR • International House Newbattle, Newbattle Abbey College, Newbattle Road, Dalkeith, Midlothian, EH22 3LL
DATES	<p>Oxford: from 4th July to 15th August</p> <p>Ellesmere: from 4th July to 15th August</p> <p>Moulton College: from 28th June to 15th August</p> <p>Newbattle: from 25th June to 12th August</p>
SALARY	<p>From £450 to £500 per week (plus 12.07% holiday pay)</p> <p>Plus £80 for attending a 2 days per day induction programme</p>
CONTRACT	<p>From 5 to 6 weeks depending on locations</p> <p>Hours of Work: You are required to work such hours as are reasonably required to carry out your role effectively. Your normal hours of work are 48 per week over a six-day week. This position involves working on weekends and other unsocial hours. You may be required to work in excess of 48 hours per week and therefore will be required to opt-out of the European Working Time Regulations.</p>
REPORTING TO	Centre Manager
PURPOSE OF JOB	To ensure the effective running of the leisure programme at the



designated Young Learners Centres.

To lead and support all Activity Leaders and Activity Coordinators in planning, and implementing a stimulating, enjoyable and cost effective social programme.



Job Description – Activity Manager

The Job of Activity Manager is one of high responsibility directly concerned with the welfare and enjoyment of our Young Learners as well as the training, support and management of all Activity staff and staff assigned to social duties.

The role requires the Activity Manager to take overall responsibility for the preparation, installation, operation and outcomes of the leisure programme including on-site activities, off site excursions and the coordinating of airport transfers to and from the Young Learners centre. There will also be a strong reliance on team management as the post holder will be responsible for all staff assigned to social programme duties.

The Activity Manager will be capable of delivering a high quality social programme which is cost effective and maintains the professional standards expected from International House London's students and agents.

The Activity Manager plays a key role in ensuring students, Group Leaders, and International House London staff experience a safe and enjoyable stay at our Young Learners centre. The post holder will be able to establish and maintain good working relationships with other professionals such as the host centre, professional coaches, transportation companies and excursion venues ensuring information is successfully passed on in a well presented, timely and professional manner.

The ideal Activity Manager will be extremely responsible and able to organise their workload. They will have experience as an Activity Leader and at least some previous experience in a managerial role. They will be capable of leading a team and supporting other members of the senior team, stepping in for the needs of the leisure programme as and when required.


Main Responsibilities and Tasks:

Training, Staff Induction and Centre Preparation

- To attend an induction period prior to the opening of the centre and to have read and be fully conversant with the staff manuals, policies and procedures attached to this role, and that of your team.
- Take part in all Health and Safety related training.
- To carry out all tasks concerned with the setting up and administration attached to this role as advised by the Centre Manager.
- Ensure that all necessary materials and equipment are in place at the centre in time for the start of the programme.
- To induct the Activity team and all staff who will assist with activities in their roles as leisure staff, with emphasis on planning and executing an excellent activity programme and conducting successful and safe excursions.

Activity and Excursion Responsibilities

- Deliver a high quality, varied and cost effective activity and excursion programme.
- Manage all Activity Leaders and all staff assigned to the social programme to ensure an enjoyable and engaging programme of activities and excursions.
- Manage the availability of on-site facilities.

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- Liaise with professional coaches delivering the 'English Active' option – confirming student numbers, facilities etc.
 - Working with all staff to ensure the promotion of activities securing high levels of student participation and enjoyment.
 - Liaise with the Centre Manager, Young Learners head office team and external suppliers to confirm availability of facilities, coaches, attractions, packed meals etc.
 - Liaise with the Director of Studies to implement and maintain activities which require cohesion between the academic and social programme.
 - To follow and/or where necessary adapt the prescribed social programme – making additional activities available on request.
 - To work with the Centre Manager in maintaining record of all social programme related bookings and payments.
 - To understand and be conversant with International House's risk assessment methods and conclusions including completing new risk assessments and updating current ones.
 - To ensure when not on duty that a nominated person is apprised of all necessary information.



Transfers Responsibilities

- Work with the Centre Manager to ensure the smooth running of transfers by assisting in the production of the transfer schedule.
- Work with the Centre Manager in ensuring that all transfers to and from the centre are staffed correctly.
- Assist in the confirmation of transfer transportation with external provider (coaches, taxis etc.)
- To manage all staff on transfer duties.

Staff Management

- Create a positive team atmosphere and motivate staff effectively.
- Lead and attend staff meetings to ensure that the social programme runs smoothly and is integrated with the language course.
- Working with the Centre Manager to ensure that the staff rota is completed, taking into account the strengths, abilities and experience of all staff.
- Ensure staff are briefed ahead of an activity or excursion and have read the appropriate risk assessments.
- Monitor and maintain staffing levels in consultation with the Centre Manager based on British Council ratio guidelines.
- Monitor staff performance and conduct and where necessary take action in conjunction with the Centre Manager to deal with unsatisfactory conduct and/or performance.
- Conduct on going appraisals for all staff taking part in the social programme by providing continued feedback and conducting an end of employment formal appraisal to be returned to IH London.
- Carry out training and staff development sessions as required.

Other Responsibilities

- To cover for Activity Leaders if necessary.
- To deputise for the Centre Manager as required.
- To host the centre emergency telephone as required.
- To take an active role in the promoting the activity programme by visiting classes etc.
- Attend and lead staff meeting as required.
- To submit staff reports and feedback at the end of the centre to the Young Learners Manager.


International House London Expectations of All Staff

- To consistently ensure the welfare of our students remains paramount.
- To be fully engaged in the nature of the Young Learner programme.
- To actively discourage students from engaging in improper behaviour, including sexual liaisons, bullying, rowdiness or any other activity which could be of harm to other students or bring IH London or our host providers into disrepute.
- To ensure proper discipline is maintained throughout the programme.
- To act in a professional manner with all IH London agents, clients, and staff and not to engage in any activity which may bring IH London or the host provider into disrepute.

- To assist all students, Group Leaders and agents to derive the maximum benefit from the course.
- To protect the property and equipment of IH London and the host provider maintaining security and avoiding loss and /or damages in the student accommodation.
- To dress in a manner commensurate with the demands of the position: smart casual for teaching, IH London uniform for activities and excursions. Any uniform supplied by IH London is to be returned at the end of employment.
- To read and be fully conversant with all documentation and manuals relating to the role and all pertinent British Council requirements prior to the start of employment.
- To carry out any duties as may be reasonably assigned by the Head of Young Learners.

Person Specification

	ESSENTIAL	DESIRABLE
Education		<ul style="list-style-type: none"> • PGCE • CELTA (or equivalent) • Degree or equivalent
Professional Qualifications		<ul style="list-style-type: none"> • Sports coaching qualifications
Experience	<ul style="list-style-type: none"> • Working with children • People management • Residential experience • Experience working with foreign students 	<ul style="list-style-type: none"> • Management position on similar YL courses. • Sports/Hospitality management
Personal Skills	<ul style="list-style-type: none"> • Excellent interpersonal skills with a client focused approach • Ability to work flexibly and as part of a team • Ability to work under pressure and to deadlines • Good time management and organisational skills • Good IT skills • Confidence to take initiative and work autonomously • Commitment to providing a quality service to clients. 	<ul style="list-style-type: none"> • Ability to speak other languages.
Special Requirements	Satisfactory DBS.	<ul style="list-style-type: none"> • Minibus Driver. • First Aid qualified. • Safeguarding training.



Please note that if you are successful at the interview stage all offers are subject to two references, a Disclosure and Barring Service Check and Police Check (if living abroad) that are considered satisfactory to IH London.

Job Description correct as of November 2018.