


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 Head of Young Learners and/or International House Senior Management.

POST TITLE	Young Learners Centre 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
SALARY	From £700 to £1000 per week (plus 12.07% holiday pay) Depending on experience. Plus £200 for attending a 5 day induction programme.
DATES	Oxford: from 4th July to 15th August Ellesmere: from 4th July to 15th August Moulton College: from 28th June to 15th August Newbattle: from 25th June to 12th August
CONTRACT	5 or 6 weeks depending on locations 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
REPORTING TO	Head of Young Learners



RESPONSIBLE FOR:	The day to day running of the Young Learners centre and the management of the on-site team.
PURPOSE OF JOB:	The Centre Manager is the most senior post at the Young Learners Centre. The Centre Manager is responsible for the smooth, efficient and successful running of all aspects of the designated Young Learner Centre.



Overview of the position:

The Centre Manager is the most senior post at the Young Learners Centre where the postholder is expected to successfully manage all aspects of the day to day running of the centre; including overseeing and implementing a robust and effective welfare, academic, leisure and transfers programme.

The Centre Manager is responsible to the Head of Young Learners for ensuring that the centre is set up and managed according to International House London policies and procedures, and that International House London are providing and delivering the high quality service that our students, group leaders, agents and staff expect and deserve.

The Centre Manager should be able to provide vision, leadership, support and direction to all staff under their management as well as all students and group leaders attending our course.

The Centre Manager will need to liaise with the host school to ensure the effective day to day provision of services according to contractual agreement, whilst ensuring that the established interaction between International House London and the host school is and remains positive.

A strong understanding of finance is fundamental to the role as the post holder must take responsibility for all financial matters including budget and ensuring that all documentation relating to financial transactions are correctly submitted in an orderly and timely fashion to the Head of Young Learners during and post course.

Depending on centre, the Centre Manager may be asked to take overall responsibility for the academic, welfare and/or leisure programme.

Main Responsibilities and Tasks

Training, Staff Induction and Centre Preparation

- To communicate with the Head of Young Learners prior to the start of the course and to visit the Young Learner centre (if possible)
- To assist the Head of Young Learners (if necessary) in aspects of the final preparations prior to the start of the programme
- To attend an induction period prior to the opening of the centre and to have read and be fully conversant with the Safeguarding and Child Protection policy, staff manuals, policies and procedures attached to this role, and that of your team.
- To deliver staff induction for your team to ensure all staff are aware of and understand safeguarding, PREVENT and the centre's emergency procedures.



Staff Management

- To be responsible for the management of all staff and departments, ensuring the successful overall running of the YL centre and that IH policies and procedures are adhered to.
- To manage staffing requirements (working in conjunction with your management team and IH Management) to ensure that staff are aware of the expectations within their role and that supervision ratios are met at all times.
- To monitor staff in conjunction with other members of the senior team, ensuring that all staff are performing to a high standard and to ensure any underperforming staff are managed correctly and in line with IH policy.
- Working with the senior team to ensure that the staff rota is produced in a timely and accommodating manner, taking into account requested days off and the needs of the centre.
- To seek feedback from staff on all aspects of the centre and to put actions into plans to improve the team's performance and delivery.
- To monitor staff performance throughout the course and providing IH London with written feedback on this at the end of the summer.
- To ensure all staff appraisals are conducted by each department's manager and to conduct senior staff appraisals at the end of the course.

Communication

- To ensure that consistent and effective communication between all departments, students and Group Leaders is maintained throughout the course (in the form of meetings, assemblies etc.)
- To deal with all student and Group Leader complaints, suggestions and issues in a timely, positive and effective manner ensuring a high standard of customer service.
- To deal with all host centre issues complaints in a timely manner, keeping the Head of Young Learners informed (as necessary) ensuring that the relationship between the host centre and International House remains positive and productive.
To monitor and communicate student and staff bed numbers to the Head of Young Learners, Director of Sales and Marketing and the host centre in conjunction with IH policy.
- Preparing an end-of-course report to be communicated to IH Management with comments on the current year and suggestions for the next year.
- To attend management meetings with the Head of Young Learners and/or IH Management (on Skype while at centre) in order to communicate any concerns, challenges or ideas for improvement during the running of the course.

Other Responsibilities

- To be on call /ensure 24-hour emergency telephone cover is provided.
- To be fully conversant with the budget and other financial constraints of the programme and keep the Head of Young Learners fully informed of all financial transactions ensuring that all financial documentation is completed to a high standard.
- To manage course budgets and staff expectations of available funds and to take responsibility for all cash on site including course finances and pocket money.
- To ensure a clear handover of all financial, administrative and welfare documentation, materials and other items which pertain to the Young Learner Programme at the end of the course.

- To understand and be conversant with IH Risk Assessments and updating / completing new risk assessments and to ensure that staff are aware of risk assessment methods and conclusions.
- To ensure the welfare of all students, staff and group leaders is looked after during their stay at centre.
- To flag up any safeguarding concerns with the Head of Young Learners and IH Management, and to follow up on these concerns according to IH policy, keeping the Head of Young Learners informed throughout the process.
- To ensure that all relevant documentation regarding student permissions and medical records is filed and stored in a secure location in the office.

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 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 respect 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 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"> • Degree or equivalent • IT literate (with focus on Microsoft Word, Excel and Powerpoint) 	<ul style="list-style-type: none"> • CELTA/DELTA Qualification
Experience	<ul style="list-style-type: none"> • ELT Management in a residential environment • Working with children • Financial management / cashing handling • Team leadership and people management • Experience in delivering 	



	high levels of customer service	
Personal skills	<ul style="list-style-type: none">• Good communication skills.• Ability to both lead and work as part of a team.• Ability to work under pressure and to deadlines.• Good time management.• Good organisational skills.• Gifted and effective leader.• Being flexible, assertive and discrete.• Good project management skills.• Good office management skills.	<ul style="list-style-type: none">• Ability to speak other languages.
Special requirements	<ul style="list-style-type: none">• Satisfactory DBS/Police Check.	<ul style="list-style-type: none">• First Aid qualified• Child protection training• Driving License

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.