

JOB DESCRIPTION

JOB TITLE: Centre Manager

REPORTS TO: Junior Programmes Manager

RESPONSIBLE FOR: The Centre Manager is responsible for the smooth running of all aspects of the centre, establishing procedures and solving problems quickly and efficiently. They are the key representative of ECI for, students, group leaders, host institution and staff. Together with the Director of Studies the Centre Manager has overall responsibility for the successful implementation of an EFL programme for students.

MAIN DUTIES AND RESPONSIBILITIES:

- Overall responsibility for the day to day management of the centre.
- Manage the team of Emerald staff at the centre, creating the staff roster and developing a friendly and co-operative atmosphere.
- Ensure that all staff are aware of their responsibilities, are carrying them out in a professional manner and to conduct performance reviews.
- Promote a responsible attitude to student safeguarding, welfare and supervision amongst the staff.
- Establish and maintain effective communication between the centre, the clients and head office
- Implement ECI policies/instructions, effectively communicating them to clients, staff and venue as necessary.
- Set up of the summer centre.
- Oversee activities programme.
- Ensure that Group Leaders and students receive excellent customer service during their stay.
- Greet students and conduct orientations on arrival at the school.
- Liaise with Group Leaders ensuring satisfaction with the programme and addressing any issues that may arise. Hold daily meetings with Group Leaders.
- Oversee student welfare/behaviour.
- In the event of student illness or accident ensure appropriate care is accessible
- Ensure health and safety of all students and staff, logging any incidents or complaints and following up as appropriate. Complete incident reports.
- Assist Head Office in logistical coordination of departures, transfers and transportation of students.
- Provide all the required paperwork for Head Office on or before deadlines set.
- Complete staff timesheets and submit to head office on a fortnightly basis.
- Control expenditure and maintain accurate accounts.
- To be responsible and accountable for cash handled in the Centre.
- Together with the Director of Studies overseeing attendance and timekeeping.

- Develop and maintain a good relationship with the venue.
 - Report any damage of property to Head Office promptly.
 - Supervise the closing of their centre, according to established procedures.
 - To submit a report upon the close of the centre and as required.
 - Be on call in the event of an emergency.
 - Any other duties, as required.
- (This list is not exhaustive)

CIRCUMSTANCES:

Indicative Hours

Monday to Friday – 8.30am – 5.30pm

Some weekend work may be required. The nature of the job requires Centre Managers to be flexible and willing to address situations whenever they arise. Some evening work may be involved.

PERSON SPECIFICATION:

Essential

Fluency in English Language.

Confident, friendly, enthusiastic and approachable in their manner.

Enjoys working in fast paced environment.

Highly punctual in attendance, with a responsible attitude towards their work.

Proactive in their approach to tasks.

Previous experience managing a team; tackling under performance issues and motivating.

Administration experience.

Computer Literate (Particularly MS Excel).

Ability to work well under pressure and solve problems.

Excellent organisation and communication skills.

No difficulty taking direction.

Ability to work well within a team.

Excellent interpersonal skills, with a proven ability to develop and maintain positive work and client relationships.

Functions well working on own, capable of using initiative.

Desirable

Previous experience in a similar role.

Degree or relevant qualification.

Experience supervising/working with children/young people.

Teaching experience.

Previous cash handling and budget management experience.

Understanding of the Summer Centre environment.

Knowledge of Health and Safety responsibilities in the workplace.