

# CENTRE MANAGER

As a Centre Manager you are responsible for every aspect and the day-to-day management of the programme. The role requires an unwavering commitment to delivering a high quality experience to both students and staff for an established and respected company.

This job description summarises the purpose of the job and lists its key duties. It is not a definitive list of all the tasks to be undertaken as those can vary from time to time due to the demands of the centre.



Our students travel from across the world to attend our programmes. Typically, students will receive 15 hours of English language tuition per week supplemented with a comprehensive programme of activities and excursions. Our activity programme consists of both daytime and evening activities as well as half-day and full-day excursions to attractions and places of cultural interest.

## YOU NEED TO BE

- Eligible to work in the UK
- 18 years old and over

## YOU MUST HAVE

- Experience working on a successful junior residential programme and working with budgets
- A flexible approach to your work, along with the ability to cope with regular changing priorities
- Excellent communication and interpersonal skills in a team environment
- Experience leading and motivating a diverse workforce to maximise performance
- The ability to show high levels of professional conduct throughout your time with the company
- Demonstrate respect for equal opportunities and respect for race and diversity
- Have a positive 'can-do' attitude

## IT WOULD BE GREAT IF YOU

- Previous management experience in a residential summer school/camp environment or in other professional settings
- A valid First Aid certificate

## Other Information

Our programmes cater for children and teenagers, aged between 8 and 17 years old

The role is residential with accommodation and meals provided for you at no cost

You will report directly to the Centre Manager throughout your employment

You will be managing a team of Activity Leaders who may (in some cases be older than you) you will need to have the confidence to manage them effectively



## Staff Management

- Create a sustained positive atmosphere and motivate effectively, offering praise and recognition whenever possible
- Conduct informative inductions for all staff
- Monitor team performance and conduct staff appraisals
- Follow policy guidelines in relation to staff performance and grievance procedures
- Hold daily meetings within the senior staff team, ensuring they are informative, timely and organised, keeping your staff well informed



## Client Management

- Provide excellent levels of customer service to our clients throughout the programme
- Ensure that requests from Group Leaders and host centre staff are met promptly
- Implement an engaging Group Leader programme
- Implement client feedback as effectively and efficiently as possible
- Provide Group Leaders, staff and host centre staff with regular meetings to maintain an open and effective line of communication
- Conduct informative and valuable inductions for all Group Leaders



## Student Welfare

- Every member of staff must read and comply with Oxford International Junior Programmes' Child Safeguarding policy at all times
- Compile weekly catering numbers, sharing with the host college in a timely manner
- Have a thorough understanding of accommodation arrangements for students
- Take an interest in the welfare of our staff members, offering support when needed



## Other Duties

- Represent the company in a reputable and professional manner at all times
- Respond to emergencies whenever necessary
- Maintain suitable levels of student discipline, safety and welfare
- Always encourage students to use English
- Carry out and/or consult risk assessments whenever required
- Attend all induction days prior to the students arriving
- Attend all staff briefings and take part in all necessary health and safety training
- Commit to being a positive role model through your employment
- Carry out all other reasonable tasks



## A day in the life of a Centre Manager

This will give you a taste of what duties you undertake as a Centre Manager

- 7:30** I head over the dining hall where I make sure I say hello to as many people as possible, ensuring I am visible, and have breakfast with senior staff for a briefing about the day ahead
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- 8:00** After breakfast I will set off to my office to look at next week's catering and accommodation for the meeting with the host centre staff later
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- 9:30** I have a daily meeting with the Group Leaders. Here I discuss with them important changes that may have happened and inform them of the plans for the coming days
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- 10:00** For the rest of the morning I have a meeting with the host centre staff. This is a great opportunity to discuss next week, which includes catering and accommodation. They will also inform me of any problems they may be having, which we work together to address
- 12:00**
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- 12:30** As lunch arrives I'll be talking to students and Group Leaders and supporting the Activity Leaders by supervising the lunch queue
- 13:30**
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- 14:00** For the rest of the afternoon I will be in my office, which allows people to drop by to ask questions or for me to offer guidance to members of staff. We have more arrivals coming later in the week so I look through the information to make sure everything is covered
- 17:00**
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- 19:00** This evening I have organised a cheese and wine evening along with a tour of the campus Chapel for the Group Leaders. Even though I am busy, I inform the staff that should there be a problem to contact me so I can support them
- 21:00**
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- Now the evening is drawing to a close I check that the activities will be finishing on time and support the staff to make sure all students are back in their accommodation
- 21:30**
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- 22:00** Today has been a great day seeing the programme run successfully. I will be finishing up my last pieces of admin and heading off to rest for tomorrow. I make sure to thank everyone for their efforts before they head off
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## PAY INFORMATION

As a Centre Manager, you will earn between £615 - £685 per week plus 12.07% accrued holiday pay.

You are required to work such hours as are reasonably required to carry out your role. You are entitled to one day off per week (this can be taken at your discretion). You may be required to work in excess of 48 hours per week and therefore be required to opt-out of the 48 hour Working Time Directive



## WHY OXFORD INTERNATIONAL JUNIORS?

We are a highly respected organisation, being named winner of the 2018/2019 Educational Tour Operator of the Year by iStudy Guide.

With over 30 years' experience, employing thousands of seasonal staff, we know how to provide you with a rewarding and meaningful workplace experience.

We will provide you with a professional and fun platform to develop your experiences working with children and teenagers.

Our values drive what we do - we care not just about our students, but our staff too.

### Our core values

At Oxford International Education Group, we pride ourselves on our Core Values. They define who we are, how we work and guide how we act with each other.



### Legal information

Oxford International Junior Programmes is committed to safeguarding and promoting the welfare of children. As such, all successful applicants will be asked to explain any work and/ or educational history gaps; undergo an Enhanced DBS Disclosure or overseas equivalent; provide details of 2 referees that can objectively comment on your suitability to work with children; show evidence of entitlement to work in the UK.

### Contact us

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