



## 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 at the discretion of the Centre Manager.

### About Us

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
- Have a flexible approach to your work, along with the ability to cope with regular changing priorities
- Have excellent communication and interpersonal skills in a team environment
- Have experience leading and motivating a diverse workforce to maximise performance
- Have 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
- Be native or near native level of English in speaking and writing - must be a proficient user of English

### 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

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|  <h4>Staff Management</h4> <ul style="list-style-type: none"> <li>• Create a sustained positive atmosphere and motivate effectively, offering praise and recognition whenever possible</li> <li>• Monitor team performance and conduct staff appraisals</li> <li>• Hold daily meetings within the senior staff team, ensuring they are informative, timely and organised, keeping your staff well informed</li> <li>• Follow policy guidelines in relation to staff performance and grievance procedures</li> <li>• Conduct informative inductions for all staff</li> </ul> |  <h4>Client Management</h4> <ul style="list-style-type: none"> <li>• Provide excellent levels of customer service to our clients throughout the programme</li> <li>• Ensure that requests from Group Leaders and host centre staff are met promptly</li> <li>• Implement an engaging Group Leader programme</li> <li>• Provide Group Leaders, staff and host centre staff with regular meetings to maintain an open and effective line of communication</li> <li>• Implement client feedback as effectively and efficiently as possible</li> <li>• Conduct informative and valuable inductions for all Group Leaders</li> </ul> |  <h4>Students Welfare</h4> <ul style="list-style-type: none"> <li>• Every member of staff must read and comply with Oxford International Junior Programmes' Child Safeguarding policy at all times</li> <li>• Compile weekly catering numbers, sharing with the host college in a timely manner</li> <li>• Have a thorough understanding of accommodation arrangements for students</li> <li>• Take an interest in the welfare of our staff members, offering support when needed</li> <li>• Observe onsite activities and excursions when possible to make sure risk assessments are in place</li> </ul> | <div style="background-color: #e91e63; color: white; padding: 2px 5px; display: inline-block; font-weight: bold;">MISC</div> <h4>Other Duties</h4> <ul style="list-style-type: none"> <li>• Represent the company in a reputable and professional manner at all times</li> <li>• Respond to emergencies when ever necessary</li> <li>• Maintain suitable levels of student discipline, safety and welfare</li> <li>• Always encourage students to use English</li> <li>• Attend all induction days prior to the students arriving</li> <li>• Attend all staff briefings and take part in all necessary health and safety training</li> <li>• Commit to being a positive role model throughout your employment</li> <li>• Carry out all other reasonable tasks</li> </ul> |
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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 Head Office throughout your employment.

# A Day in the Life

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

## AM sessions

08:00 - 12:00\*



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



I look at next week's catering and accommodation for the meeting with the host centre staff later



We have more arrivals coming later in the week so I look through the information to make sure everything is covered, rooms are ready and coaches are confirmed

## PM sessions

14:00 - 17:30\*



I have a meeting with AM and AAM to make sure students have all the equipment and materials needed for the upcoming weeks



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



Afternoon activities are over and it is now time for dinner. I make sure I'm always visible for the team and GL's

## EVE sessions

20:00 - 22:30\*



I have organised a cheese and wine evening along with a tour of the campus Chapel for the Group Leaders.



I check that the activities will be finishing on time and support the staff to make sure all students are back in their accommodation



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

\*Please note activities and timetable can vary depending on campus and programme

## Pay Information

- As a Centre Manager, you will earn £800 per week + holiday pay.
- You will work 44 hours per week, on average, with evening and weekend work being required. You are entitled to one day off per week (this can be taken at your discretion). Some weeks you will work in excess of 48 hours, **therefore you will be asked to 'op-out' of the 48 hour Working Time Directive.**
- A conditional bonus will be available at the end of your contract depending on centre results \*only applicable during summer, and you will get all the bonus details once you have been selected for the position

## 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.

**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 if you are a new member of staff and 1 reference if you have worked with us in the past 12 months; show evidence of entitlement to work in the UK.

## Contact us

Head Office: 259 Greenwich High Road, London, SE10 8NB

Phone: +44(0)208 312 8072

Instagram: [@oijuniorprogrammes](https://www.instagram.com/oijuniorprogrammes)

Email: [recruitment@oxfordinternational.com](mailto:recruitment@oxfordinternational.com)

Facebook: [facebook.com/oxfordinternationaljunior](https://www.facebook.com/oxfordinternationaljunior)

Website: [www.oxfordinternationaljuniors.com](http://www.oxfordinternationaljuniors.com)

