

Job Description

DEPARTMENT: Summer Centre

JOB TITLE: Centre Support and Welfare Manager (CSWM)

REPORTS TO: Centre Manager (& HQ Programmes Manager)

RESPONSIBLE FOR: Ensuring the welfare of the students is maintained to an appropriate level, taking care of pastoral care and accommodation issues. Assisting the Centre Manager with the day-to-day running of the centre.

Level: Manager (temporary, only during the Summer)

OVERVIEW OF THE ROLE

To provide all-round support to the management team, assisting with the smooth operation of the Centre wherever required; ensuring the supervision of students at meal and bed times, plus providing some welfare and supervisory support. Ideally qualified to teach, as per the requirements listed in the teacher's job description.

RESPONSABILITIES

- To assist other managers when required
- To assist in the day-to-day operations of the centre
- To be responsible for individual students and their welfare, including their departures and providing an escort off premises where necessary
- To manage the supervision duties. This will include meal, bedtime and other supervision duties where required. The CSWM will be the principal supervisor during meal and bedtimes (except on days off)
- To be responsible for the care of any sick students. Responsible for the reporting of sick students to the CM and for escorting them off premises for medical treatment if necessary
- To keep records of petty cash in conjunction with the CM
- To liaise with Head Office support staff on a regular basis
- To assist the CM and DOS with departure arrangements, including assisting the DOS with the end of course certificates
- To assist the DOS with academic issues
- To assist the CM/DOS/Act M in compiling an end of course reports
- Responsible for implementing and maintaining a good filing system for the Centre Management Team
- Responsible for checking the centre email account regularly during the day
- Responsible for collecting and recording class attendance details from teachers
- Responsible for collecting and recording activity attendance details from Activity Organisers
- To assist the CM in all meetings, taking and filing minutes etc.
- To assist with activities if required
- To man the Centre Office at certain periods during the day
- Answering the Centre telephone
- Photocopying and other general administrative support
- To take primary responsibility for the rooming of students and all accommodation matters. Organising centre staff to assist wherever necessary.
- To take primary responsibility for departure arrangements with the Centre Manager, paying particular attention to making sure that individual students are adequately

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looked after

- To plan the accommodation/bedding arrangements for the duration of the course based upon student predictions
- To teach in an emergency or as cover for illness etc., if qualified
- Any other reasonable/appropriate duties

Note: This description is intended as a guide only to the main duties of your job and the principal terms of employment. A full job description with guidance notes and advice is available in the Activity Manager's Handbook.

KNOWLEDGE/EXPERIENCE REQUIRED

- Must be computer literate
- Ability to work in a fast paced and high-pressure environment
- Flexibility
- Must be able to demonstrate good time-management skills
- Must be able to demonstrate the ability to work as part of a team
- Summer school experience.
- Administrative experience.
- Experience supervision/working with children
- Teaching qualification and teaching experience with young learners is desirable

The most important requirement is that applicants are enthusiastic, energetic, outgoing and keen to make a decisive contribution to all the aspects of a course.

EDUCATION/QUALIFICATION DESIRED

- No formal qualifications are necessary, unless an emergency teacher. However, applicants should be at least 18 years old with the necessary maturity to undertake responsibility for groups of students aged between 9 and 17 years old.

Remuneration will be at a competitive rate, depending on the experience of the individual applicant.

The company reserves the right to vary or amend the functions and responsibilities of the post holder at any time according to the needs of the Company's business.

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