

### General Data

<b>DIRECTION/DEPARTMENT:</b>	Twin Summer Centres
<b>JOB TITLE:</b>	Activity Manager
<b>REPORTS TO:</b>	Centre Manager and Senior Activity and Welfare Manager
<b>RESPONSIBLE FOR:</b>	Activity Leaders, EFL Teachers + Activity Leaders and House Parents in their Activity Leader's roles
<b>LEVEL:</b>	Management

### Overview of the role

Organisation and implementation of the activities and excursion programme; management of the activities staff; assist the Centre Manager in the day-to-day running of the Centre; maintain proper levels of student safety, discipline and welfare.

### Responsibilities

- Ensuring customer satisfaction with the activity and excursion programme
- Planning of daytime and evening activities within a framework set by Twin HQ
- Supervising and participating actively in activities and excursions
- During excursions or activities or in the absence of the centre manager, taking charge in case of an emergency
- Setting up and ensuring daily maintenance of the activities notice board and sign-up sheets
- Checking that risk assessments are completed and including any extra risks for individual students
- Ensuring Health & Safety standards/procedures are implemented for each excursion/activity/event
- Liaising with external suppliers including coach and taxi companies as necessary
- Arranging optional excursions and entrances: collecting payment; liaising with HQ regarding bookings; ensuring safeguarding/ health and safety requirements are met.
- Managing the opting-out process for Group Leaders and ensuring that forms/ risk assessments are completed
- Assisting the Centre Manager as required and deputising in case of absence
- Assisting/Supporting other managers in other aspects of the programme
- Managing day-to-day issues as they arise and applying sensible solutions
- Checking activities bookings, cancelling and making additional bookings where necessary
- Liaising with college administrative staff at hired premises
- Generating and distributing registers for activities, meals and excursions, bedtime
- Ensuring the equipment is securely stored and kept
- Keeping track of staff uniform distribution and collection
- Ensuring that adequate records of attendance are kept for all activities and excursions
- Running excursion, activity and staff meetings, and keeping meeting minutes
- Conducting pre-excursion briefings with Group Leaders
- Delivering weekly activity leader development sessions
- Assisting in delivery of on-site staff induction
- Ensuring activities and excursions are high quality through formal and informal observations
- Managing activity leaders' performance, including delivering appraisals

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- Assisting group leaders with any special requests
- Reporting accidents/ incidents to the Centre Manager and completing necessary documentation
- Maintaining adequate levels of student and staff discipline
- Ensuring the integration of language learning with the social programme
- Working with the Class database
- Ensuring the supervision ratios are met at all times including mealtimes and free time
- Wearing the Twin uniform at all times whilst on duty
- On-call overnight to respond to emergencies
- Taking on the role of fire warden
- Taking on the role of first aider
- Take on the role of deputy Designated Safeguarding Officer, comprising of:
  - Implementation of all aspects of the safeguarding policy.
  - Reporting any concerns immediately to the onsite Designated Safeguarding Officer
  - In the absence of the onsite Designated Safeguarding Officer, dealing with any safeguarding concerns following the procedures documented in the safeguarding policy.
  - Maintaining detailed, accurate and secure written records of any safeguarding referral, complaint or concern – even where that concern does not lead to a referral.
  - Acting as a source of support, advice and expertise for colleagues on matters of safety and safeguarding, and ensuring Policies & Procedures are known.
  - Ensuring open and listening culture.
- Any other reasonable/appropriate duties

#### Knowledge/Experience required

##### Essential requirements:

- Experience working in a fast paced and high pressure environment
- Experience working as part of a team
- IT literate

##### Desirable, but not essential:

- Experience of supervising minors
- Previous managerial experience
- Administrative experience
- Safeguarding training
- Experience of working in a multi-cultural environment
- Customer service experience
- Ability to speak a second language

#### Education/Qualification

- Educated to GCSE level
- HSE-recognised First Aid certificate (such as St John's First Aid at Work) desirable
- Lifeguarding licence desirable
- Sports coaching qualifications desirable

#### Person Specification

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- Flexible, enthusiastic and proactive approach to the job
- Ability to multi-task effectively
- Ability to delegate
- Ability to lead and support a team of Activity Leaders
- Excellent communication and problem solving skills
- Good decision making ability
- Good time-management and organisation skills
- Committed to continuous personal and organisational development
- Creative and energetic
- Hardworking and caring
- Strong understanding of the principles of safeguarding
- Professional appearance in line with Twin policy

**Note: This role is subject to the applicant attending an induction in London on June 18th + 19th 2022**

Twin Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be required to undertake an enhanced disclosure via the CRB, where appropriate.

We are dedicated to ensuring that all job applicants and members of staff are treated equally, without discrimination on the grounds of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.

#### **Safeguarding, Welfare and Prevent**

Twin Group is committed to the safeguarding of children and vulnerable adults, the prevention of radicalisation, and promoting the welfare of all of our customers, and we expect all staff and volunteers to share this commitment. Twin Group has as a Safeguarding Policy which all staff must read and comply with. Successful applicants who will work directly with children and/ or vulnerable adults will be required to undertake an enhanced DBS and complete mandatory training.

#### **Equality & Diversity**

We are dedicated to ensuring that all job applicants and members of staff are treated equally, without discrimination on the grounds of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age. Twin Training has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this.

#### **Confidentiality**

The post holder must maintain the confidentiality of information about customers, staff and other Twin Training stakeholders. Some work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act (GDPR) at all times.

#### **Health & Safety**

Employees must comply with the provisions of the 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The organisations efforts to promote a safe and healthy working environment can only succeed with the full cooperation of its employees.

#### **Flexibility**

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with their line manager. The post holder may be asked to carry out any other reasonable and lawful duty or instruction.

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I confirm that I have read, understood and accept the requirements detailed in this job description.

Signed:			
Print name:		Date:	

H.R. Administrator Signed:	<u><i>Terri Swain</i></u>		
Print name:	Terri Swain	Date:	