

General Data

DIRECTION/DEPARTMENT:	Twin Summer Centres
JOB TITLE:	Centre Manager
REPORTS TO:	Head of Operations and Admissions (UK centres)/ Young Learners Manager (Ireland)
RESPONSIBLE FOR:	Activity Manager; Director of Studies; Senior Activity Leaders; Activity Leaders; EFL Teachers + Activity Leaders; House Parents
LEVEL:	Management

Overview of the role

To oversee the smooth operation of the academic, activities and excursion programme; manage all centre staff; maintain proper levels of student safety, discipline, and welfare.

Responsibilities

- Ensuring customer satisfaction with the academic, activity and excursion programme
- Overseeing the organisation of student accommodation in residential centres
- Revising the rooming list and making sure all students are comfortably and safely housed.
- Delivery of on-site staff induction
- Ensuring successful centre set up and close down including effective signage distribution
- Setting up and daily maintenance of all notice boards
- Maintaining regular contact with your Line Manager
- Liaising with Twin Head Office regarding students, staff and operations including accommodation in homestay centres
- Conducting Group Leader inductions and daily meetings
- Meeting daily with representatives of hired premises and liaising with them regarding the changeover days (cleaning, bedlinen, etc)
- Ensuring high levels of student safety and welfare, including risk assessing premises
- Budget and cost control
- Handling of petty cash
- Overseeing arrivals and departures
- Organising and/ or overseeing meet and greet at the airport and welcoming groups to the centre
- Delivering student welcome and departure ceremonies
- Collecting and safely storing security deposits or credit card details (centre dependent)
- Ensuring that adequate records of attendance are kept for meal times and bed times
- Working with Class database
- Managing House Parents in their house parenting specific roles
- Devising the staff schedule and informing HQ of changes, including staff absence
- Informing HQ immediately about any serious incidents and completing Incident Reports
- Ensuring all students are in bed at the agreed time.
- Managing the supervision duties, including meals, free time, wake up and bedtime.
- Ensuring that measures are put into place for students with special educational needs or disabilities.
- Ensuring the First Aid Kits are fully replenished.
- Liaising with external suppliers including coach and taxi companies as necessary

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

- Managing all staff' performance, including delivering appraisals
- Supporting the Activity Manager and Director of Studies and providing mentoring/ training as required
- Managing day-to-day issues as they arise and applying sensible solutions.
- Recording and reacting quickly and appropriately to complaints and feedback
- Running staff meetings and keeping meeting minutes
- Maintaining adequate levels of student and staff discipline
- Taking charge in case of an emergency
- Communicating any allergies and dietary requirements to the kitchen
- Liaising with the kitchen regarding meal times and packed lunches
- Liaising with the onsite staff in planning weekly Fire Drills and keeping records
- Ensuring the supervision ratios are met at all times including mealtimes and free time.
- Ensuring the health, safety and welfare of students at all times
- In small centres and/or when student numbers are low, some teaching and/or activities work may be required.
- 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 Designated Safeguarding Officer comprising of:
 - Implementation of all aspects of the safeguarding policy.
 - 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.
- Overseeing weekly welfare tutorials with individual students and communicating any potential concerns to the HQ
- 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
- Summer school experience
- Experience of supervising minors
- Previous managerial experience
- Administrative experience
- Experience of working in a multi-cultural environment

Desirable, but not essential:

- Safeguarding training
- Customer service experience
- Teaching experience
- Ability to speak a second language.

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Education/Qualification

- Educated to degree level essential.
- HSE-recognised First Aid certificate (such as St John's First Aid at Work) desirable.

Person Specification

- Flexibility, enthusiastic and proactive approach to the job
- Ability to multi-task effectively
- Ability to delegate
- Ability to lead and support a team.
- Excellent communication and problem-solving skills.
- Good time-management and organisation skills
- Committed to continuous personal and organisational development.
- Excellent customer service skills
- Charismatic and Approachable with a strong sense of discipline and authority
- Caring and understanding
- Strong understanding of the principles of safeguarding
- Professional appearance in line with Twin policy

Note: This role is subject to the applicant attending a blended induction delivered virtually on June 17th and face-to-face in London/ Eastbourne or Dublin (location TBC nearer the time) on June 18th, 2023

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/ Garda Vetting 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 always meet the requirements of the Data Protection Act (UK) and Data Protection Legislation (Ireland) (GDPR).

Health & Safety

Employees must comply with the provisions of the 'The Health and Safety at Work Act 1974 (UK) and the Safety, Health, and Welfare at Work Act 2005(Ireland) 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.

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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.

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

Signed:			
Print name:		Date:	

H.R. Administrator Signed:			
Print name:		Date:	