

General Data

DIRECTION/DEPARTMENT:	Twin Summer Centres
JOB TITLE:	Activity Manager
REPORTS TO:	Centre Manager, and Young Learners Manager (Ireland)/ Senior Activity and Welfare Manager (UK centres apart from Eastbourne)
RESPONSIBLE FOR:	Activity Leaders, Senior Activity Leaders, EFL Teachers + Activity Leaders* and House Parents*
LEVEL:	Management

**when in their Activity Leader's roles*

Overview of the role

To organise and implement the activities, walking tours and excursion programme; manage 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, walking tours and excursion programme
- Planning of daytime (including walking tours) and evening activities within a framework set by Twin HQ
- Supervising and participating actively in activities, walking tours and excursions
- During excursions/ walking tours 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 excursion sites, 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/coaches/travel cards' bookings, reducing numbers, 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, walking tours and excursions.
- Running excursion/ walking tour, activity, and staff meetings, and keeping meeting minutes
- Conducting pre-excursion/ -walking tour briefings with Group Leaders
- Delivering weekly activity leader development sessions
- Assisting in delivery of on-site staff induction

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.

- Ensuring activities, walking tours and excursions are high quality through formal and informal observations.
- Managing activity leaders' performance, including delivering appraisals
- 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
- In small centres and/or when student numbers are low, some 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 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:

Applicants should be at least 18 years old with the necessary maturity to undertake responsibility for groups of students aged between 8 and 19 years old.

- 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

- HSE-recognised First Aid certificate (such as St John's First Aid at Work) desirable.
- Lifeguarding licence a plus but not essential

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- Sports coaching qualifications desirable

Person Specification

- 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 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:	