

Job Description: Centre Manager

About Bucksmore

Bucksmore courses are for students aged 10-18 and have been modelled on American summer camps, with 'Counsellors' who live with students, teach lessons and lead excursions and activities, providing a higher level of pastoral care, guidance, and friendship – giving students more than just 'teachers' and 'activity leaders' at a summer school.

Recognising that high-achieving and well-motivated individual students wanted more from a UK summer school than just English language, excursions and afternoon activities, we have developed more challenging courses such as EFL based Young Leaders and the subject based courses Young Professionals, University Preparation and Advanced Studies. In 2019 Bucksmore were proud to have been awarded the PIONEER 'Language Educator of the Year' award showcasing our commitment to innovation and student involvement.

With 40 years of experience to perfect and improve the quality of our prestigious summer schools, we are proud of the summer programmes we offer. It is our goal for each one of our courses to be the best course that our students have ever attended. We welcome over 75 different student nationalities every year across our courses and ensure there is always a good mix of students on our courses.

Job Title: Centre Manager
Reports to: Bucksmore Operations Director and Head Office Team

Locations: All locations.

Courses: All Courses.

Course Dates:

Bucksmore Summer courses run from the 23rd June to 11th August with a typical contract length of 4-6 weeks. All staff undertake a paid period of induction prior to student arrival on a course.

Remuneration:

Up to £884.49 per week - £700 per week basic pay + 12.07% holiday pay per week (£84.49) + up to £100 performance related weekly bonus.

Staff bonus descriptions are provided prior to the start of a role in the Staff handbook.

Centre Manager • Main Duties and Responsibilities

Role Definition: The Centre Manager (CM) is responsible for the day-to-day management of a centre and is responsible for its smooth running. It is the most senior post at the centre. The CM is in charge of all aspects of the centre, from managing finance, budgets, staffing and accommodation, dealing with clients and liaising with College staff. Forming the head of each senior management team the CM will directly line manage and work closely with an Academic manager and an Activities manager to ensure the smooth and successful day to day running of the centre.

This list summarises the key tasks of the role and is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the Operations Manager and Head Office Team. Bucksmore will exercise this right reasonably.

- Ensuring that all necessary materials and equipment are in place at the centre in time for opening
- Provide a comprehensive induction day for all staff
- Hold regular meetings with the Activity Manager and Academic Manager to ensure delivery of high quality English lessons and activity programme
- Hold regular meetings with the teaching/activity staff
- Hold regular meetings with the appropriate college administrative staff (e.g., catering and accommodation managers)
- Liaise with College Staff in respect of meal numbers, packed lunches and any other problems which may arise with catering
- Liaise with the Head Office in respect of student numbers/expected arrivals departures or cancellations
- Organise & implement student arrivals and departures; this includes booking coaches, taxis, etc and assigning staff on the airport transfers.
- Ensure that staff payroll is submitted on time, in accordance to the dates specified by the Recruitment Manager
- Liaise with Head Office in respect of staff pay details
- Teach or lead activities as required
- Manage the weekly expenses budget and petty cash
- Manage student pocket money and update payment ledger accurately
- Ensure that the weekly finance and administration report is completed and sent to Head Office on time
- Work with other Senior Staff, to maintain staff and student discipline
- Maintaining control over student security and day to day pastoral care and student welfare
- Upon arrival, students are allocated their rooms quickly and efficiently

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- Upon departure, the rooms are inspected for damage and any damages recorded
- Monitoring staff levels and ensuring appropriate staffing levels are maintained, in consultation with the Bucksmore Head Office
- Shutting down the centre at the end of the course, returning all materials and equipment to Head Office
- Provide an end-of-course report to Head Office
- Ensure all staff receive appraisals and these are passed to HR at Head Office
- During working hours, devoting their time, attention and abilities to the business and affairs of the centre and not act in any way that may bring Bucksmore Education into disrepute

Centre Manager ● Person Specification

Legal Requirement:: All applicants must have the eligibility to work in the UK prior to commencing employment

The following are the essential and desirable requirements needed in order to do the job.

Knowledge, qualifications and experience:

- Native or native level English speaker
- Experience of working in an EFL summer school or similar environment in a management role
- Experience of working with young learners and delivering a programme of study for young learners

Desirable

- Either CELTA, Trinity TESOL, PGCE in English or MFL, PGCE Primary Education
- Knowledge of child safeguarding procedures
- First aid qualification

Skills, abilities and competencies:

Essential

- Excellent communication skills
- Proven, strong leadership skills
- Desire and ability to provide outstanding customer service
- Ability to communicate with a range of people including parents, agents and College staff
- Exceptional organisational skills
- Proven ability to work effectively under pressure, prioritise and manage a varied workload

Personal Attributes:

Essential

- Commitment to delivering a high standard of work
- Demonstrates respect for equal opportunities and diversity
- Adopts a positive approach to personal learning and development
- Consistently demonstrates a 'can do' approach to work

Centre Manager: Further Information

Background: Students attending a Bucksmore summer programme receive a combination of English language or subject specific tuition combined with a comprehensive activity programme which includes two full-day excursions and up to one half-day trip every week. There are activities every afternoon and evening with the excursions and trips spread throughout the week on designated days. Bucksmore students are mostly individual students as opposed to large, single nationality groups.

Pastoral Care: The Centre Manager is the Safeguarding Lead at the centre and adheres to welfare policy at all times. Due to the nature of a residential summer camp, a Centre Manager will be aware that their role is not limited to just running activities, but that students require 24/7 pastoral care, discipline if and when required, and supervision at bed-time and wake-ups. The Centre Manager is ultimately responsible for all students and staff on-site.

Bucksmore is committed to safeguarding and promoting the welfare of children. The post holder's responsibilities for safeguarding the welfare of the young students for whom they are responsible and with whom they come into contact, will be to adhere to Bucksmore's Child Protection Policy.

CM Commitment: The CM role is an extremely demanding one. Successful CMs should be prepared to devote all of their time and energies to the running of the centre.

The Working Week: At least 48 hours per week. All residential staff will be asked to 'opt out' of the 48-hour working time directive. The job demands a high degree of flexibility and will involve evening and weekend work. Staff will have one full day off per week. The role will require substantial amounts of walking when leading excursions and from time to time lifting and carrying equipment when setting up activities.

Centre Manager • Next steps, Safeguarding and paperwork

Bucksmore Education strives to have a fair and equal recruitment and selection process. Successful applicants will come from diverse backgrounds and with varying levels of experience but all will be able to demonstrate commitment and enthusiasm to work with children and ensure they have the complete 'Bucky' experience.

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As part of our commitment to safer recruitment all applications must include a full and up to date work and education history. You will be asked to explain any gaps in your CV and any applications with significant omissions will not be considered. You should provide the contact details of at least 2 referees. Referees will be asked specifically whether there is any reason that you should not be employed in situations where you have responsibility for under 18s.

Once appointed you will be required to provide evidence of your ID, qualifications and provide at least two recent and relevant references, ideally with professional email addresses. You will also be required to undergo an enhanced DBS check or its equivalent from your country of residence. Bucksmore charge approximately 50% of the cost of a DBS check (£23.15) which is deducted from the first payroll.