

Job description and person specification

Bede's is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment.

Job description

Job Title:	Accommodation Manager
Reporting to:	Centre Director
Line management responsibility for:	Senior House Parents, House Parents
Main purpose of the role	
The Accommodation Manager is a vital role with overall responsibility for centre accommodation, responsible for effective and efficient management of the Boarding Houses, ensuring student requests, complaints and issues are dealt with in a timely manner. Providing a first-class summer school in which every student feels safe, included, motivated and empowered to develop their English and Social skills. The Accommodation Manager is only present in Bede's larger centres. Accommodation: To assign students to Boarding Houses and Bedrooms considering their age, nationality and any special requests made on their behalf, following Bede's accommodation policies and protocols to ensure the highest student satisfaction rates possible whilst at the same time maintaining consistency and fairness to all students. Boarding House Quality Control: To make sure each Boarding House is managed by the Senior House Parent or House Parent competently and diligently, visiting each House regularly, observing House meetings and roll calls, reviewing House supervision rotas, speaking with students and domestic staff, carrying out regular House checks to monitor noise levels, litter, general tidiness, and damage, making sure that all necessary House systems and procedures are working optimally to provide a home-from-home for students in which they feel happy, safe and cared for. Staff Management: To lead and manage a team of House Parents and Senior House Parents competently, confidently, and professionally, monitoring their performance and providing support, guidance, and training where necessary to build and maintain a team of capable and fully effective welfare professionals who feel empowered to undertake their duties with a genuine desire and disposition to look after the students. To contribute to the professional development of all House Parents and Senior House Parents and carry out formal staff reviews and appraisals. To participate in any staff discipline processes. Host School Management: To provide the various host school departments (IT, catering, domestic, facilities and grounds) with the information they need to undertake their contractual obligations with Bede's effectively and build and maintain excellent relations with all host school stakeholders so as to maintain, and where possible strengthen, their present and future commitment to Bede's Summer School. Health & Safety/Risk Assessments: To ensure the Health and Safety policies and procedures are being adhered to at all times by staff and students allowing for a safe and positive environment. To read,	

understand and ensure the relevant risk assessments are being adhered to, for students and staff to be safe at all times.

Fire Safety: To ensure all students and staff know the location of the fire exits and assembly points for their accommodation, to inform them of Bede's fire evacuation procedures as soon as possible after their arrival at the centre and organise and manage weekly fire drills in order to comply with Bede's Fire Safety policies and ensure the safety of students and staff.

Group Leaders: To be responsible for Group Leader room allocations, ensuring Group Leaders are satisfied with their accommodation and dealing with any complaints or issues in a timely manner.

Night Emergencies: To deal with any emergency arising during the night that may compromise the security and/or safety of the students and staff, following Bede's escalation and critical incidents policies.

Set Up and Pack Down: All centre staff are responsible for and required to help with the set up and pack down of the centre. This will be subject to contract length, therefore you may only be required to help with set up or pack down and not required for both.

Other Responsibilities: To undertake such other reasonable duties from time to time as the summer school may reasonably require.

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Person Specification

The person specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed Application Form and covering letter (A), at interview (I) and in some instances by an exercise (E).

Requirements	Essential / Desirable	Measured by A, I, E
Education and Qualifications		
Applicants studying for/with a Hotel Management Degree or Hospitality Management Degree are particularly welcomed	D	A
First aiders are particularly welcomed	D	A
Knowledge and Skills		
Proficient use of Google Workspaces	D	A/I
Strong and demonstrable organisational skills	E	I/E
A strong awareness of Health, Safety & Safeguarding (specifically as it relates to residential accommodation) is essential	E	I
Experience		
Minimum of 2 years experience working with children in a professional context	E	A/I
Experience of working in a residential context is essential	E	A/I
Experience dealing with international students is preferred	D	A/I
Experience of managing staff is preferred	D	A/I
Personal competencies and qualities		
The ability to work efficiently and effectively in a fast-paced, highly changeable, highly pressured, and often challenging environment is essential	E	I/E
Efficient problem solving abilities	E	I
Other Requirements		

Knowledge of at least one foreign language is preferred	D	A/I

Additional information:

Bede's Summer School, which attracts students from 50+ countries between the ages of 6 to 20 years, is a highly successful enterprise and renowned part of the overall Bede's offering. All staff are challenged, both individually and collectively, to share the Summer School's ethos and actively contribute towards the Summer School achieving its objectives.

The safety and well-being of students is paramount to the success of the Summer School experience and is a key contributor to why parents send their children, and agents send their clients, to Bede's.

Accommodation Managers are the first point of contact for any accommodation matters that arise, as such, the job holder must be committed to providing a first-class service that ensures student satisfaction and allows them to feel motivated and empowered to seize every opportunity whilst at Bede's. The Accommodation Manager must work collaboratively with the Welfare Manager, Senior House Parents and House Parents to create a home-from-home that fosters respect, understanding, and inclusiveness within a massively culturally diverse environment.

Assuming overall responsibility for the safety and well-being of up to 270 students who are away from home is a huge responsibility and the job holder will need wide-ranging skills, experience and expertise to provide a first-class service for students, achieve and maintain the high standards required and uphold the good name of Bede's Summer School.

The responsibility of managing accommodation requires expert organisational skills, common sense and exceptional observation skills, whilst maintaining a great deal of dedication to the job. The ability to think quickly, show common sense and pay excellent attention to detail in many different and often unpredictable situations is fundamental for this role. Adaptability and flexibility are critical skills, as is a cheerful, positive and can-do attitude, which is a prerequisite of the job.

As well as taking responsibility for the delivery and accountabilities under their direct control, all members of the Centre Management Team are expected to make a significant contribution to the overall effectiveness and running of the Summer School. The Manager's Office can get exceptionally busy with many things happening at the same time; as such, high levels of resilience are required by the job holder, as well as the ability to prioritise work and work accurately and effectively in a fast-paced and often demanding office environment.

Much preparation work assigning students to bedrooms before their arrival will be undone when they arrive (as many of them may be unhappy with their assigned room and/or roommate). This can be incredibly frustrating for the Accommodation Manager who must implement Bede's accommodation policies, achieve an operationally effective accommodation service, and satisfy as many students as possible.

Accommodation Managers will maintain appropriate boundaries between themselves, Welfare Managers, Senior House Parents and House Parents under their direct leadership and with whom they come in contact with during their duties. This may be particularly challenging for the Accommodation Managers who are close in age to the staff, or who have limited experience in managing a team of residential staff.

Accommodation Managers must also maintain appropriate boundaries between themselves and the students - they can never become students' friends.

Accommodation Managers are expected to lead by example and are ambassadors of Bede's Summer School. As such, they must contribute to always upholding the good name of Bede's, whether on duty or off duty, in uniform or not. Accommodation Managers must act appropriately and do nothing that may compromise or jeopardise the School's excellent reputation in the local, national and international community.

The working day is long, intense and often quite challenging (especially on arrival days when there is a lot happening at the same time) but it is also varied and fast-paced and of course, living and working with young people can be immensely rewarding.

Even when off duty, Accommodation Managers must be willing to "leap into action" in case of any emergency that may arise, especially during the night.

Our goal is to give students an educational, culturally enriching, enjoyable and memorable summer experience in a safe and supervised setting. We only employ Accommodation Managers who are willing to accept this responsibility and who have the necessary wide-ranging skills, experience, disposition and commitment to help us achieve our goal of being the very best Summer School.

Written by: Ana Sadler

Date: October 2024