

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:	Centre Director
Reporting to:	Director of Summer School/ Assistant Director of Summer School
Line management responsibility for:	Activity Manager, Welfare Manager, Director of Studies, Administrator
Main purpose of the role	
<p>Centre Director is a pivotal role with overall responsibility for ensuring Bede's achieves its goal of providing a first-class summer school in which every student feels safe, included, motivated and empowered to develop their English and Social skills.</p> <p>Quality Assurance (Academic): To line manage the Academic Manager competently, confidently and professionally, monitoring their performance and providing support, guidance and training where necessary in order to ensure that the Teaching and Learning element of the course is of the highest quality, is in accordance with Bede's marketing materials and meets or surpasses Accreditation UK criteria in order to create a positive learning environment in which every single student can learn and feel empowered to make real progress in English.</p> <p>Quality Assurance (Social): To line manage the Activities Manager competently, confidently and professionally, monitoring their performance and providing support, guidance and training where necessary in order to ensure that the programme of sports, activities, art, drama, sports academy and excursions is of outstanding quality, is in accordance with Bede's marketing materials and meets or surpasses Accreditation UK criteria in order to provide students with a first-class and unforgettable summer school experience that challenges and empowers them.</p> <p>Quality Assurance (Welfare): To line manage the Welfare Manager competently, confidently and professionally, monitoring their performance and providing support, guidance and training where necessary in order to ensure a first-class and fully effective care, welfare and medical service is provided to students that meets not only students' needs but where possible, matches students', parents' and agents' expectations, whose perception outstanding care and attention may differ from UK perceptions. To make sure Bede's Welfare, Child Protection and Health & Safety Policy is implemented by staff at all times.</p> <p>Quality Assurance (Administration): To line manage the Administrator competently, confidently and professionally, monitoring their performance and providing support, guidance and training where necessary to ensure all administrative processes (check-in, pocket money, check-out) are functioning optimally for the delivery of a fully effective Summer School. To take personal responsibility for fully implementing Bede's Data Protection and Cash Management policies.</p>	

Safeguarding: To lead at a centre level on safeguarding concerns, ensuring that staff are recording all conduct and concerns via the summer school database and they are being followed up and actioned accordingly. Liaising closely with the Summer School Designated Safeguarding Leads where concerns need to be escalated.

Health and Safety: 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.

Communication: To personally inform Parents / Agents of any incidents of outstanding or poor student conduct and any challenges, disputes or other difficult situations concerning their children/students and deliver regular updates for all ongoing situations in order to provide a competent, efficient and fully effective communication and information service to Parents and Agents, upholding the good name of Bede's at all times.

Student Management: To manage the students appropriately, consistently and fairly at all times, according to their age, background and circumstance and in such a way as to integrate them, empower them and encourage them to contribute fully and positively to the Summer School community. To personally deal with any major disputes, complaints or conduct issues relating to students, following all relevant Bede's policies and procedures such as the Agent Communication Policy and Discipline & Exclusion Policy.

Staff Management: To manage the staff competently, effectively and always in a non-confrontational way, training them, supporting them and empowering them to contribute fully to the programme and deliver an outstanding Summer School experience to all attending students. To organise staff rotas, assigning working time and time off according to the needs of the course, respecting established shift times for each role and ensuring no staff member works over their contracted hours. Centre Director will also hold responsibility for tracking any extra hours worked and ensuring hours are submitted to head office for payroll.

Dispensing Medication: In the absence of the Nurse or Welfare Manager, to dispense homely remedies to treat minor ailments in accordance with Bede's Summer School Homely Remedies Protocol and to administer any medication prescribed by a Doctor, following the instructions given by the Doctor and/or as written on the medication, always maintaining accurate and timely administration records on the Database.

Host School Management: To provide the various host school departments (IT, Catering, Domestic, Facilities & 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.

Transfers: To oversee the schedule for arrivals and departures in order to provide a professional Transfer Service in which every student is met on time on arrival and checked in in plenty of time for their flight on departure. To ensure staff are assigned and transport arranged for every transfer.

Cash Management: To take full responsibility for cash held at the centre (namely departmental budgets and student pocket money) in order to provide a fully effective, safe and discreet cash

administration service, ensuring that all Cash Handling procedures and protocols are followed at all times.

Fire Safety: To ensure all staff and students know the location of the fire exits and assembly points, 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 staff and students.

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

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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		
A university degree in any discipline	D	A
CELTA/DELTA/CELTYL	D	A
Knowledge and Skills		
Strong awareness of Health and Safety (specifically related to residential accommodation)	E	A/I
Strong and demonstrable organisational skills	E	A/I
Proficient used of Google Workspaces	D	A/I
Good oral and written communication skills	E	I
Experience		
Minimum 3 years working with/managing children in a professional context	E	A/I
Minimum 1 year experience managing staff	E	A/I
Experience working in language / summer school / educational / residential context	E	A/I
Personal competencies and qualities		
Ability to work efficiently and effectively in a fast-paced, highly changeable, high pressure and often challenging environment	E	I
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 a 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.

In this pivotal and highly influential role, the Centre Director assumes overall responsibility for the management of up to 65 staff and up to 270 students who are away from home. The job holder needs wide-ranging skills, experience and expertise to deliver a first-class Summer School which enables every single student to feel motivated and empowered to seize every opportunity whilst at Bede's and long after they leave.

The job holder must be committed to achieving excellence in every aspect of the course: academic, social, pastoral and operational, and to working collaboratively with Managers and staff to create a home-from-home that fosters respect, understanding and inclusiveness within an incredibly culturally diverse environment.

The physical and emotional well-being of students is crucial to the success of Bede's Summer School and is a key contributor to why parents and agents send students to Bede's. Before everything else, the job holder must be absolutely committed to providing a first-class welfare, pastoral and medical care service to every single attending student.

Even though Centre Directors will not usually be medically trained, they will be diagnosing and treating common ailments with homely remedies, administering medication prescribed by a doctor and overseeing the medical care of sick students in the absence of the Nurse or Welfare Manager. This is a huge responsibility and requires not only expert organisation skills, much common sense, good observation skills and a sound understanding of children's needs, but also 100% dedication to the job.

The ability to think quickly, show common sense and pay 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.

The Centre Office can get exceptionally busy with many things happening at the same time; as such, high levels of resilience are required by the jobholder, as well as the ability to prioritise work and work accurately and effectively in a fast-paced and often quite demanding office environment.

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

Centre Directors will maintain appropriate boundaries between themselves and the staff under their direct leadership and with whom they come in contact during the course of their duties. It goes without saying that Centre Directors must also maintain appropriate boundaries between themselves and the students - they can never become students' friends.

The working day is long, intense and often quite challenging (especially on arrivals 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.

Our host schools have a huge choice of Summer School partners and maintaining excellent relations with the Host School is absolutely crucial for the continued and future success of Bede's Summer School, which could not exist without our local and highly reputable venues.

Even when off duty, Centre Directors 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 Centre Directors 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: Lucy Fox

Date: 10th October 2024