

BEDE'S

Job Title	Centre Director
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Reporting to	Principal of Summer School
Key Purpose of the Job	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.
Reviewed by	Danny Kenward
Date	November 2018

Key Accountabilities

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.

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.

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.

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 the full implementation of Bede's Data Protection and Cash Management policies.

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 on-going 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

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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.

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: 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.

Measures

1. EFL Teachers are positive, work hard and deliver a first rate Academic Programme. EFL Teachers are managed competently and confidently. Every lesson is of the highest quality and is executed competently, diligently and professionally. Testing is well-planned, well-organised and executed competently. Classes are managed (created, merged, collapsed) properly and Bede's academic policies and guidelines are followed at all times. Maximum class sizes are adhered to. Class Registers are taken, submitted and filed. Reports are error-free, personalised and relevant. Every student leaves with greater confidence in their English ability.
2. Activities Leaders are positive, work hard and deliver a first rate Social Programme. Activities Leaders are managed competently and confidently. Social Programme is varied, balanced and offers a wide range of sports, activities and social events. Session plans are clear and structured and allow for high-quality sessions that are executed competently, diligently and professionally. Sports Academy instruction is competent, engaging and pitched at the right level. Excursions have a strong cultural, historical, touristic and educational value which is fully understood by all staff and students; all off-site protocols and procedures are adhered to. Risk Assessments are read and understood by all staff before every sport, activity, event or excursion takes place.

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3. House Parents are positive and work together collaboratively to deliver a first class Welfare & Pastoral Care Service for students. House Parents are managed competently and confidently. Bede's Welfare Policy is fully implemented from day 1 of course. Every student feels safe, secure and cared for. No student feels intimidated by other students and any form of bullying is dealt with and eradicated immediately. Abuse or suspected abuse is escalated to the Child Protection Officer immediately. The Online Student Observations Log is monitored daily. Boarding Houses are clean, tidy and presentable at all times and students adhere to all House rules and policies at all times. Bedrooms are assigned to students according to Bede's Accommodation Policy. Sick students are taken seriously and cared for at all times, simple ailments are diagnosed and treated according to the relevant Protocol and accurate record keeping maintained. Every single student completes his/her arrival and departure questionnaire, results are reviewed and acted upon and an action plan is produced to address recurring negative feedback and implemented immediately. Happy Group Leaders who feel integrated and part of the fabric of Bede's Summer School
4. Letters, reports and minutes of meetings are produced swiftly and correctly. Enquiries are dealt with swiftly and all information given is entirely appropriate, relevant, personalised and accurate. All visitors to the centre are greeted with a warm, friendly and can-do attitude and Visitor procedures are followed at all times. Students are checked in/out swiftly and according to procedure, paperwork is completed properly and accurately and database records are updated. Cash handling is discreet and all cash is locked away in the safe at the earliest opportunity.
5. Health and Safety for all aspects of the centre are being recorded and managed effectively and efficiently to avoid any potential hazards.
6. Agents and Parents are informed of all incidents, challenges, disputes or other difficult situations relating to students at the first opportunity. Agent Communication Policy is adhered to at all times. Excellent telephone manner and a positive, confident demeanour is portrayed in all face-to-face exchanges. Excellent levels of customer care are maintained at all times.
7. Students feel empowered to contribute fully and positively to the Summer School community. They are managed competently and professionally and there are open channels of communication between staff and students. Rules and boundaries are clear, fair and transparent. Praise is plentiful. Sanctions, when needed, are given out consistently, in private and are logged for monitoring purposes. Major discipline issues are dealt with by you personally. Discipline & Exclusions Policy is implemented from day 1 of the course. A friendly but professional staff-student relationship is maintained at all times.
8. All staff, including direct reports, are managed competently and confidently. They feel fully trained, supported and empowered to deliver an outstanding Summer School experience. All staff are happy and work hard, for the benefit of the students. Communication between staff is strong and information is shared, as necessary. Staff meetings take place regularly. Rotas are done in advance and no staff member works over their contracted hours. Disputes, grievances and discipline issues are dealt with in accordance with Bede's Staff Protocols and Procedures, always following the advice and under the guidance of the Head Office Staffing Manager.
9. Simple ailments are diagnosed and treated according to the relevant Protocol and accurate record keeping maintained.
10. Host School departments (IT, Catering, Domestic, Facilities & Grounds) receive all the information they need in advance. Excellent relations with all host school stakeholders are built, maintained and where possible, strengthened.
11. Every single student is met on time on arrival days and transferred quickly and safely to the centre with minimal waiting times. On departure, students arrive at the airport in plenty of time to check in for their flight. Every student catches their flight home. There are no complaints.
12. All cash transactions are handled sensitively and with the utmost discretion. Cash, no matter how small the amount, is never left lying around. All cash is counted out in front of

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students/staff to prevent mistakes. Database records are updated daily. Floats are counted and reconciled daily. Cash handling procedures and protocols are followed at all times.

13. All staff and students know the location of fire exits and assembly points and Bede's Fire Procedures. Fire drills take place according to the Fire Drill schedule and are taken extremely seriously by staff and students. Staff are aware of their duties should the fire alarm sound. Registers are taken and all staff and students are accounted for during scheduled and unscheduled fire alarm activations. Reports are filed and communicated with Bede's Fire Officer.
14. Any emergency event, incident or situation at night that may compromise the safety of students or staff is dealt with and managed immediately. Absent or missing students are located quickly. Escalation policies are adhered to at all times.

Key Dimensions Impacted by the Job

1. Up to 270 students per week, depending on the centre.
2. Students aged from 6 to 20 yrs, depending on the course.
3. Up to 55 staff employed in any one week.
4. 100+ active Agents

Key Skills and Experience

1. University degree in any discipline is preferred.
2. Applicants with a professional or vocational qualification in education, social work, child care or counselling are particularly welcomed.
3. Applicants holding the CELTA / DELTA or CELTYL are particularly welcomed.
4. Minimum 3 years' experience of working with / managing children in a professional context.
5. Minimum 1 year experience of managing staff.
6. Must have experience of working in an office environment.
7. Experience of working in a language/summer school/educational/residential context would be beneficial.
8. Experience dealing with international students is essential.
9. The ability to work efficiently and effectively in a fast-paced, highly changeable, highly pressured and often challenging environment is essential.
10. A strong awareness of Health & Safety (specifically as it relates to residential accommodation) is essential.
11. Strong and demonstrable organisation skills.
12. Ability to solve major issues and problems with/between staff and students is required.
13. Must be a proficient user of MS Outlook and other MS Office applications.
14. Must have basic office & admin skills (telephone, typing, data entry)
15. Good oral and written communication skills and excellent telephone manner.
16. Knowledge of at least one foreign language is preferred.

Key Interfaces

1. Principal of Summer School
2. Activities Manager
3. Academic Manager
4. Welfare Manager
5. Administrator
6. EFL Teachers
7. Activities Leaders

8. House Parents
9. Students
10. Parents
11. Agents
12. Host School Staff (IT, Catering, Domestic, Facilities & Grounds)
13. Head Office staff

Operating Environment and Context of the Role

Bede's Summer School, which attracts students from 50+ countries from the ages of between 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.

In this pivotal and highly influential role, the Centre Director assumes overall responsibility for the management of up to 55 staff and up to 270 students who are away from home and away from the beady eye of their parents or guardians. 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 work collaboratively with Managers and staff to create a home-from-home that fosters respect, understanding and inclusiveness within a massively 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 of why parents send their children, and agents send their clients, 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 pre-requisite 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 jeopardize the School's excellent reputation in the local, national and

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international community.

It is absolutely crucial that Centre Directors maintain appropriate boundaries between themselves and the staff under his/her 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 they 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.

Safeguarding

Bede's School complies fully with the DCSF Guidance '*Safeguarding Children and Safer recruitment in Education*' and is committed to safeguarding and promoting the welfare of children and young people. The jobholder is expected to share this commitment and comply with all associated internal policies and procedures.

Delegated Authority

- Diagnose and treat common ailments
- Administer homely remedies and prescribed medication
- Distribute cash to staff and students