



# Job Description - Centre Manager

## About Concorde International

Concorde International has been welcoming students from all over the world for more than 50 years. The school was founded in 1972 and has always aimed to provide high quality service and academic standards. Our success is largely due to the commitment and professionalism of our staff, and it is important that we uphold these values, in the classroom and in our interaction with clients.

## Our Mission Statement

### Our academic objective...

...to **break the language barrier** between young people from all nations and backgrounds via student-centred classes developing transferable life skills and digital literacy.

### Our social objective...

...to enable all involved to **make friends across the world** in a safe, fun and engaging environment where the English language can be utilised in fulfilling contexts.

### Our quality objective...

...to strive for excellence in all that we do in accordance to accreditation parties and high standards within our industry.

### Our professional objective...

...to guarantee that our staff are qualified, suitable and motivated towards the goal of providing students with the best that we can.



### Our development objective...

...to provide those with whom we work with training and assistance in order to increase the experience and education of our clients.

### Our welfare objective...

...to protect and care for the young people we cater for ensuring all are safe and secure and free from bullying or discrimination on any grounds.

### Our growth objective...

...to continue to explore new opportunities within which we will provide people with the skills they need to communicate in English.

### Our overall objective...

...to ensure that **studying English in England** with Concorde International is as fulfilling, enjoyable and beneficial an experience as possible for everyone.



# Job Description - Centre Manager

## Overview

Concorde International Summer Schools welcomes international students aged 8 to 17 each summer for a programme of English language lessons, activities and excursions. We have several locations in Kent and Bath in July and August. Students have either 15 or 20 hours of tuition per week which is overseen by the Academic Manager. The activity and welfare sessions account for over 75% of their experience and are planned to encourage students to continue their language learning outside the classroom whilst enjoying fun, engaging games and excursions in a safe and inclusive environment.

The Centre Manager (CM) is responsible for the day to day running of the centre including student welfare, catering, accommodation, arrivals and departures, and the sites. The role has changed considerably over the past few years following the introduction of new procedures and regulations that safeguard students and staff. The CM is our ambassador for the centre and much of the role involves liaising with Group Leaders and parents. While it would be useful for the CM to have a good understanding of EFL teaching, the academic programme remains the responsibility of the Academic Manager.

Each centre has an appointed Activity Manager whose role is to ensure that summer school Activity Leaders and teachers engage with the students and make sure that the students, in turn, engage with all aspects of the programme - classes, activities and excursions.

All staff roles include communicating, interacting, and generally being alongside the students and making sure they are happy, involved and having fun. We aim to provide an excellent learning experience through effective and enjoyable lessons and activities conducted in a professional yet personalised environment.

Centre Managers will also receive Safeguarding training (Designated Staff) as part of their induction in order to ensure that everyone acts appropriately and to manage any welfare concerns.

## Job Title

Centre Manager. Please also see job description for Activity Manager.

**Reports to:** Operations Manager **Location:** Bath and locations throughout Kent

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## Person Specification

### Essential Requirements

- Management experience in EFL / Education
- Effective management skills
- Eligible to live and work in the UK (we cannot assist in any way with work permits or visas)
- Able to work with computers (Microsoft Office Applications)

### Desirable Requirements

- First degree, CELTA. CELTYL
  - Previous teaching experience with teenagers and young learners
  - Previous experience working in a summer school, ideally in management or EFL setting
  - Experience of student welfare / boarding school environment
  - Native or near-native competency in English
  - Knowledge of the summer school location at which you are applying to work
  - Able to organise activities such as drama, arts & crafts, talent shows or sports activities
  - Able to speak a second language
  - Current first aid or RLSS lifesaving certificate
  - Recent DBS check (formerly CRB)
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**The main role of a Centre Manager is to make sure that staff are engaging with the students—communicating and interacting, and generally being alongside the students and making sure they are happy, involved, safe and having fun. This key role underpins all of the following tasks that comprise the detail of the job:**

## Managerial duties

- You will report to the Operations Manager. You will act as principal, facilities manager and liaison officer for all non-academic issues at your centre. The Academic Manager and Activity Manager will report to you and assist you in this role. It is vital that all managers in the centre work together to ensure the smooth running of the summer school.
  - You should read and familiarise yourself with the Centre Manager's Handbook and adhere to Concorde International operational procedures.
  - You should read, understand and adhere to Concorde International's Under 18's Policy /Safeguarding Policy. You should inform staff of their responsibilities, and report any incidents, however small, to the Operations Manager as soon as possible.
  - You will attend an induction at Head Office in Canterbury before inducting your team once they arrive at the centre. Some information and updates may be given to you in advance of the induction via MS Teams.
  - You will ensure that the Activity Manager performs their managerial duties in a professional and efficient manner and that activities and excursions are organised properly.
  - You, the Academic Manager and Activity Manager will be required to hold and keep minutes of at least three staff meetings each week (preferably daily) to discuss :
    - Rotas for duties and activities
    - Staff supervision
    - Student performance, welfare and discipline
    - Arrivals and departures
    - Accommodation, rooms, classrooms required
    - Any other matter affecting the smooth running of the centre
  - You are to ensure that Activity Leaders and Teachers fulfil their contractual duties and complete their assigned hours as per individual contracts of employment.
  - Your role is a managerial one and there may be times when you have to make decisions that are unpopular with Teachers and Activity Leaders.
- You should familiarise yourself with the risk assessments for each activity and excursion, for the site, and for the accommodation. If you notice a potential risk you should immediately report it to the Site Manager and the Operations Manager.
  - You should be familiar with staff to student ratios and ensure that students are appropriately supervised at all times. This information is in the Centre Manager's Handbook. You also need to be aware of emergency procedures, especially those specific to the centre.

## Administration

- You will hold the petty cash for the centre and be responsible to the accountant at Head Office for keeping accurate accounts and maintaining the correct balance.
- You will ensure there is a procedure for issuing and keeping a check on student pocket money.
- You are to collect correct pay claim sheets from staff and send a salary summary sheet to head office each week.
- You are responsible for student arrivals: checking in, assigning rooms, collecting documents, giving out programmes.
- You should keep up-to-date reports of all accidents and near misses and whenever first aid has been administered. You should use the Accident Book provided and all recorded incidents and action taken must be reported to Head Office at the earliest opportunity.
- At the end of the summer you will submit a report covering the success or failure of any particular activity and suggesting alternatives where appropriate.
- You are responsible for all non-academic resources (IT, stationery, sports equipment...). You must ensure the resources are returned in the same manner they were delivered to the centre (clearly labelled boxes) and checked against the inventories provided by Head Office. The Academic Manager will be responsible for all academic materials.
- Centre Managers will also receive Safeguarding training (Designated Staff) as part of their induction in order to ensure that everyone acts appropriately and to manage any welfare concerns.



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- All computer data should be well organised and stored safely for downloading at Head Office at the end of the summer. The Centre Manager's Handbook provides more information about this.
- You should complete a staff appraisal form for each Activity Leader and Activity Manager. You will also be required to give your appraisal of the Teachers' performance when on the activities. You will need to work closely with the Academic Manager and Activity Manager to complete these forms. They must be sent to Head Office as soon as the member of staff has finished their contract. For those whose contracts finish at the end of the summer, the forms must be completed one week prior to the centre closing.
- You must administer feedback forms to all staff towards the end of their contracts and send all completed forms to the Operations Manager.
- You will administer weekly student evaluation forms and collate statistics using the electronic format provided by Head Office. Activity Leaders can assist with this. You should read each form carefully to identify any areas of concern and take action accordingly. Areas of concern, and action taken, must be recorded.
- You are to familiarise yourself with the building, staff accommodation, student accommodation, dining room and sports facilities, classrooms and the furniture and facilities available to teachers (whiteboards or blackboards, power points, lighting and student capacity).
- You are to ensure that there are clear professional signs displayed on campus and in the buildings so that students, Group Leaders and visitors can find their way around. You must use Concorde International branding throughout the centre and on your signs and notices.
- If your centre is residential, you are expected to liaise with the catering staff on the number of meals (including packed lunches) required each day and on the activities planned for the week so they can prepare accordingly.
- In residential centres you are required to allocate new arrivals to their accommodation. This will be done for you in Week One. You will need to check and consider specific requirements (which Head Office will provide you with) before allocating students. Additional support will be provided by Head Office. The Homestay Organiser will allocate Homestay students to their accommodation.

## General

- You should arrive at your centre punctually, at times agreed with the Activity Manager and Academic Manager as applicable. You will need to dress suitably for your status, in accordance with Concorde International's professional image. You will behave appropriately at all times when on site, setting an example of sobriety and treating all staff and students fairly, with due attention to propriety.
  - You should introduce yourself to the Site Manager (or equivalent). It is extremely important that you liaise daily with this individual about damages, health and safety issues, tidiness of facilities, fire alarms and drills, and in the case of residential centres, the number of occupied beds, bedding and laundry.
  - You are to meet with Group Leaders daily at an agreed time. This is to keep them informed as to the daily programme and their students' progress. It is also to remind them of Concorde International's expectations of student behaviour and their own duties in helping to maintain discipline both during the day and also at night. You are to foster an atmosphere which is supportive and encouraging for staff and students alike so that if they require help or advice they will not be afraid to seek it.
  - You are to liaise regularly with the Homestay Organiser to ensure that students are satisfied with their accommodation and for welfare issues.
  - You are to ensure that students are obeying the rules of the centre and Homestay accommodation.
  - You are to make certain that no alcohol or drugs are consumed on site.
  - You are required to be aware of any local, cultural, world and political events that may have an impact on the running of the centre, and react according to the information you have.
  - You will oversee the administration and ensure any collective workload is distributed proportionally between yourself, the Academic Manager and the Activity Manager (s).
- Finally, the Centre Manager is very much an ambassador for Concorde International. You will be the 'face' of the organisation and therefore you need to have a good balance of being both approachable and in control. You will be supported by Head Office throughout the summer and most staff will visit your centre to meet their clients and to help you as needed.



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## Activity Managers

You will need to manage the Activity Manager(s) in your centre and ensure they are managing the team of Activity Leaders effectively. This can be a daunting task for younger Activity Managers so your management experience will be essential here.

The activity programme is a large and very important part of the summer; activities and excursions involve high levels of vigilance and supervision. Many of our Activity Managers were previously Activity Leaders, and as they proved themselves to be efficient, personable, highly practical and showed the ability to lead, they have been appointed Activity Managers.

They have all experienced the challenges of taking children on excursions, organising activities and leading a team of Activity Leaders and Teachers. The Activity Managers report directly to the Centre Manager.

## Activity Leaders

Activity Leaders organise, supervise and participate in excursions, local visits, sports, afternoon and evening activities. They are also responsible for supervising students during breaks and at meal times and also for many of the pastoral duties involved in the running of a summer school.

Activity Leaders keep the students safe and motivated, and help them to integrate and have fun. They have all been recruited because of their experience, professionalism and talents and it is your responsibility, working with the Activity Managers, to make sure you get them to perform well.

## Teachers

Teachers are employed on the following contracts:

- Teaching Only (no activities, welfare duties or excursions)
- Teaching + Activities
- Residential Teacher + Activities

**Please ensure you have read and understood the job descriptions for Activity Managers and Activity Leaders.**

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## Remuneration

Remuneration for this position is from £890 per week + holiday pay (12.07%). Returning staff may receive an additional payment as agreed by the Operations Manager. Payment will be made weekly into your bank account. Accommodation and food are provided in residential centres only, unless otherwise approved by the General Manager.

The working week is up to 60 hours over 6 days.

The management induction, held a week or so before the start date of the centre, is also paid at the above rate pro-rata.

Summer centres are very busy places and there may be duties to perform in addition to those detailed above. Flexibility and common sense are fundamental attributes for this position. As this is a managerial position, you will be required to sign a waiver form which confirms that you are willing to work more than 48 hours per week.

**Reports to:** General Manager and Designated Safeguarding Lead

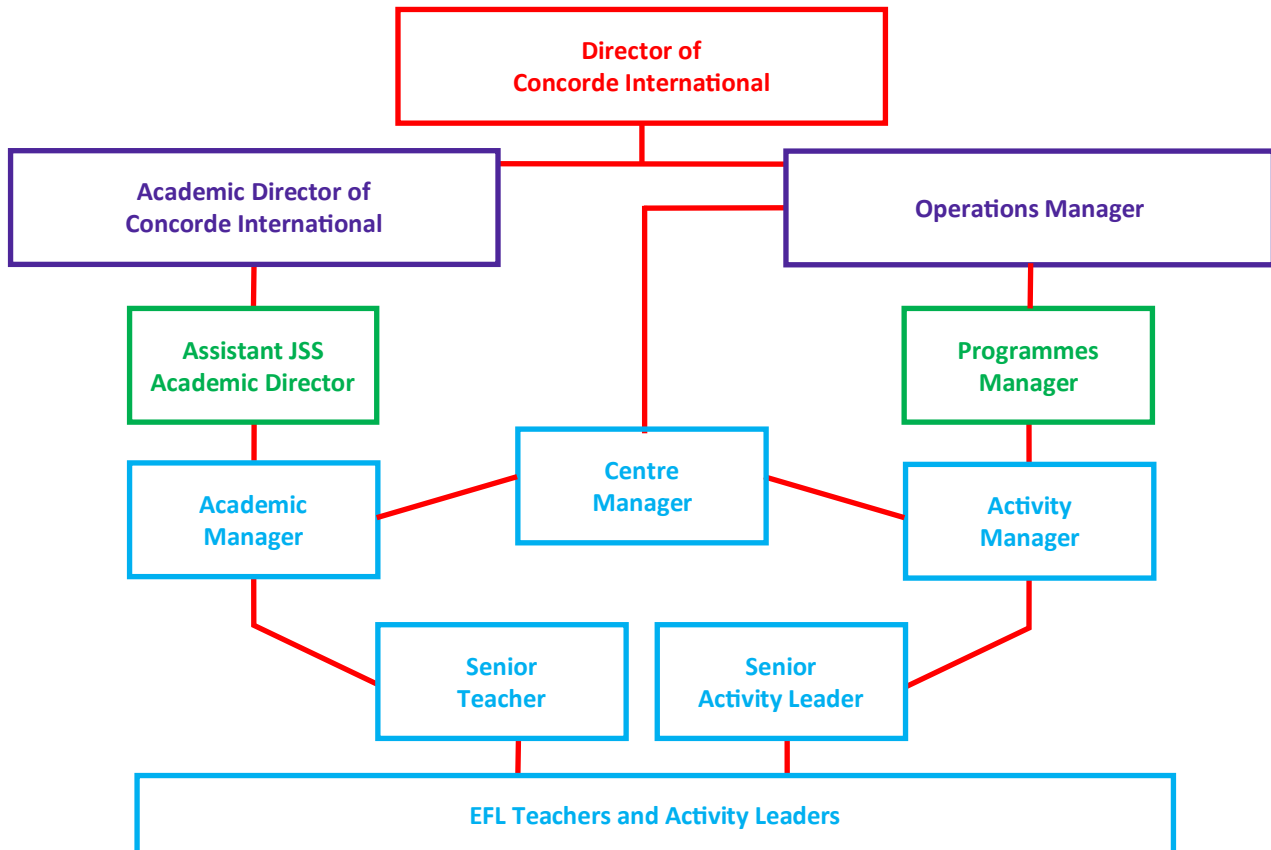
**Location:** Bath and locations in Kent

## Equal Opportunities

- Concorde International is an equal opportunities employer and does not discriminate on the basis of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion in the allocation of duties between employees employed at any level with comparable job descriptions.
  - If you are applying from outside the UK, please note that Concorde International is unable to assist in any way with work permits or visas.
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# Organisational Structure



1. Apply for the position through Indeed.com or concorde-int.com
2. If you meet or essential criteria based on the details in your CV we will send you an application form to complete
3. Having read the Job Description, complete the application form return ensuring all information is provided.
4. *Please Note: We reserve the right to interview and offer to a strong candidate prior to the closing date. It is strongly recommended that candidates submit their applications as soon as possible*
5. We will let you know whether or not we wish you to complete a pre-interview task. If so please follow the instructions and return the task.
6. We will arrange a mutually convenient time for an interview, taking place in person or online using either Teams or Zoom.
7. If the interview has a positive outcome, we will arrange for you to have a brief conversation with the General Manager who will be able to ascertain with whom and where you will be suited to work.
8. Following this you will receive a email offering you a post and location. You should read this email and reply with your acceptance (or otherwise).
9. The offer is conditional upon our receiving satisfactory references, so once we have heard back from you and you have accepted the offer, we will contact your referees.
10. If you are on the DBS update service please provide us with your DBS Number. If not we will explain the procedure to you in a separate email. Overseas applicants will need to provide an official document to include a police check from your own country.
11. We will need to see relevant certificates, ID and proof you are eligible to work in the UK of which we will need to make copies of each.
12. If your references and documents are satisfactory we will send you a contract (which you should sign and return to us, keeping a copy for yourself), and tell you how to access the final items of documentation.
13. A few weeks before you start, we will send all the information you need about working at the summer school, including directions to the centre, information about the staff induction day and details about the centre itself.

## For further information contact:

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