

### Embassy CES Summer

Embassy CES Summer is part of Study Group, a world leader in the provision of integrated educational packages. We have over 30 years experience in the field of English language provision and we are one of the UK's largest British Council accredited providers of EFL. We operate over 20 summer schools throughout Britain and Ireland.

### Our Courses

Students who attend our summer school courses receive a combination of English language tuition (15 hours per week) and a comprehensive programme of activities and excursions. In full day teaching centres, students may have their lessons in the mornings or the afternoons. In half day teaching centres, lessons will take place in the morning. The activity programme will include daytime and evening activities and at least one half-day and one full day excursion per week to local attractions and popular tourist locations.

*Please look at the programme specific to your centre as in some cases, teaching may take place at the weekend.*

**Working week:** The Centre Manager works six days out of seven each week.

**Reports to:** The Programme Manager.

### Main duties / responsibilities

- To ensure that what has been sold to the client is provided at the centre
- To ensure customer satisfaction
- To ensure that the day to day operation of the centre runs smoothly including overseeing the running of:
  - The academic and activity programme
  - Transfers
  - All aspects of student discipline
- To implement and maintain weekly paperwork; weekly budgets, expenses budget and petty cash
- To manage all aspects of student accommodation, including room allocation where applicable
- To ensure high levels of student safety and welfare are maintained
- To develop a good working relationship with the college/school, ensuring their rules are adhered to
- To establish a positive working environment amongst the team of staff
- To support and assist the other managers at the centre
- To ensure that all staff are adequately inducted
- To manage the weekly staff rota and staff meeting
- To liaise regularly with the Programme Manager and Head Office
- To ensure that Grievance and Disciplinary procedures are adhered to
- To organise and carry out 24hr emergency duties on a rota basis
- To carry out residential supervision duties, including meal and bedtime supervision and guardian duties

### Person Specification

#### Essential:

- Excellent interpersonal skills
- Ability to lead and manage a team of staff
- Ability to work within and adhere to a budget
- Good time management skills
- Excellent organisational and multi-tasking skills
- Experience of summer schools
- Ability to work in a high pressure environment
- Flexibility

#### Ideally you will have:

- Management experience in a summer school
- Experience of working with teenagers
- Previous residential work experience
- Customer service background  
(dealing with problematic / difficult clients)

Remuneration depends on the size of the centre and the experience of the applicant  
The post is residential (Full board accommodation is included)