

#### **PARTICULARS OF EMPLOYMENT**

<b>Post title:</b>	<b>Centre Director</b>
<b>Salary Scale:</b>	<b>Basic rate of £545 per week plus a performance bonus linked to student numbers at the centre, and accrued holiday pay. Increments available</b>
<b>Department:</b>	<b>Managerial</b>
<b>Contract:</b>	<b>Temporary, Fixed Term</b>
<b>Responsible to:</b>	<b>Head Office</b>

#### **MAIN DUTIES**

The role of a CD incorporates the following:

- Overall management of the centre to ensure that a high-quality programme is delivered, following our guidelines closely
- Coordination of the academic and activities programmes and ensuring that they are linked
- Oversee the Centre Management Team to ensure effective management of all staff
- Maintain a professional working relationship with staff, clients and venue staff
- Safety and welfare of all students
- Quality control and customer satisfaction

#### **KEY RESPONSIBILITIES (This list is not exhaustive)**

In selected larger centres, where there is a Welfare and Accommodation Manager, you would delegate some of these tasks.

1. To have read and understood the CD manual, supervision manual and staff handbook, and be fully conversant with our policies for the welfare and protection of children. At all times whilst on duty, staff are responsible for the care, welfare and safety of students whilst ensuring they are following school rules.
2. Lead and participate in the Staff Induction Day, usually one or two days prior to the students' arrival.
3. Ensure that the organisation of the centre, courses and welfare of staff and students, comply with the British Council and English UK guidelines (documents available on site).
4. Establish and maintain clear lines of management and effective procedures, and work closely with the Centre Management Team to achieve this.
5. Manage the provision of good customer service according to customer needs.
6. Create a positive team atmosphere and motivate the staff effectively.
7. Establish and maintain open communication between the centre, clients, and Head Office. Represent Stafford House positively in all conversations with clients, staff, and the host centre.
8. Control expenditure of the budget, withdraw cash floats from the bank following specific procedures and maintain accurate accounts.

9. Teach when necessary e.g. teacher absence/insufficient student numbers (qualified staff only).
10. Close the centre, pack and return all SHSH stock and unspent centre monies according to guidelines.
11. Finalise the accounts and write an end of centre report to be submitted to HO within five days after the closing of the centre.
12. Ensure that all Stafford House Health & Safety policies are implemented and monitored.
13. Manage staff effectively to ensure that:
  - The centre office is functioning and secure at all times.
  - Accurate data on students and staff is maintained according to the CD manual.
  - All documentation is checked, centre administration is carried out correctly, and that completed paperwork is submitted to Head Office on time.
  - The state of premises, equipment and resources is monitored throughout the course.
  - The teaching and activity programmes are successfully integrated.
  - High levels of performance are maintained.
14. Accommodation and Welfare:
  - Monitor staff/student safety and welfare.
  - Carry out night time duties on a rota basis (10 pm to 1 am), usually 2 – 3 times a week
  - Allocate and monitor all residential accommodation with the assistance of the Welfare and Accommodation Manager (if applicable) and Welfare and Social Organisers, and ensure that sufficient members of staff are allocated in each house to maintain a rota of student supervision.
  - Delegate, supervise and monitor the WAM (if applicable) and all Welfare and Social Organisers according to the duties outlined in the supervision manual. Maintain a record of the WSOs's working hours.
  - Liaise fully with Welfare and Social Organisers, Group Leaders, the Family Organiser, the site representative and the Reservations Manager at Head Office.
  - Monitor all non-residential students and check that their transport is operating effectively.
  - Be up-to-date on all welfare information given to host families and English UK welfare guidelines, especially for juniors.
  - Oversee the implementation of all airport/rail/bus transfers for students and staff.
15. Additional duties as required

## INFORMATION

The Centre Director is responsible for the smooth running of all aspects of the centre, establishing procedures and solving problems quickly and efficiently. This is a residential position and duties will include supervising students in their residences.

CDs must be aware of everything that is happening at the centre and keep communication channels to Head Office open. Head Office will guide and support the CD in implementing the programme and provide the necessary resources to achieve the set objectives laid out in the CD manual. The Centre Director's role is a management position and you should expect a demanding workload. You will be monitoring all aspects of the programme.

On the application form, you will be required to sign a form declaring details of any criminal convictions, cautions, reprimands and final warnings, and any other information that may have a bearing on your suitability for the post. Furthermore, if your application is successful, you will be subject to a CRB Enhanced Disclosure or Disclosure Scotland background check.

**Attendance at the Management Training Weekend is mandatory (usually mid-June in London).**

