

Summer School Activity Manager

Reports to: Centre Manager

Hours: 6 days per week

About NCG

NCG is a specialist college providing English Language courses to international students. We have two year-round adult schools, located in Manchester and Liverpool, and we provide summer courses for students aged 12-17 in locations across the UK. On our summer courses, students combine studying English with an exciting activity programme.

With more than 10 years' experience of teaching English, we have developed a strong reputation for our high-quality teaching and friendly staff.

The role

The Activity Manager will have a good awareness of the operation of a summer school and be able and willing to address situations or problems as and when they arise. They will manage the activity programme including the staff, excursions, and activities both on-site and off-site. They will deputise for the Centre Manager where necessary.

The role includes:

- Create and lead the activity programme
- Excursion planning and budget control
- Deal with cash/credit card payments
- Ensure activities are set up and implemented to a high standard
- Brief activity staff on all aspects of their responsibilities, including detailed briefings in advance of each activity, excursion or transfer
- Ensure the activity team have the information and equipment they need in order to perform their roles well, including cultural information for excursions and important health and safety information (eg risk assessment conclusions)
- Organise excursions by making reservations, liaising with coach companies, organising students into groups
- Create the weekly staff rota using the online scheduling system
- Disseminate the weekly activity programme to students and staff by using the student app and through other channels
- Use the NCG CRM system, Fidelo, to keep track of student arrivals and departures and agent requests, among others

- Seek feedback from staff, students and Group Leaders on the leisure programme, putting strategies in place to constantly improve the team's delivery
- Be involved in the training of new staff
- Maintain and safety check equipment and/or resources
- Carry out activity observations and appraisals for all Activity Leaders
- Liaise with host institution regarding spaces booked for activities
- Assist with both arrival and departure airport transfers
- Deal with and be responsible for the individual welfare needs of every student in the summer school
- Assist students where necessary in being on time for meals, transport arrangements and all planned activities, including supervising students at meal times
- Take the emergency phone overnight on a rota basis with other Management staff
- Provide feedback and a report at the end of summer school
- Undertake any other duties to assist in the day-to-day running of the summer school

NCG Expectations of All Staff

- To work in line with British Council guidelines, as BC inspections may take place while the camp is in operation
- To consistently ensure the welfare of the students remains paramount.
- To be fully engaged in all areas of summer school work.
- To live on-site, board and lodging provided as part of the salary package
- To carry out all tasks concerned with the setting up, administration and closing down of the course as advised by line management.
- To address any student, Group Leader or host site representative issues, complaints or suggestions by ensuring that the relevant NCG staff are made aware.
- To act in a professional manner with all of NCG's agents, clients and staff.
- To assist all students, Group Leaders and NCG agents to derive the maximum benefit from the course.
- To protect the property and equipment of the campus and NCG, maintaining security and avoiding loss and/or damage in the residence.
- To wear NCG uniform at all times while on duty. Any uniform supplied by NCG is to be returned at the end of employment.

- To read and be fully conversant with all documentation and manuals relating the role prior to the start of the period of employment.
- To carry out any other duties as may be reasonably assigned by the Centre Manager.

Requirements

- Previous summer school experience as an Activity Leader, and preferably in a management capacity
- Native level proficiency in English
- Good communication, interpersonal and time management skills
- Problem solving and the ability to think on your feet
- The ability to line manage and create a team of up to 15 Activity Leaders

Working with children and young people under the age of 18, vulnerable adults, and students with special educational needs and disabilities.

All employed personnel are required to follow and adopt New College Group procedures and policies relating to children and young people under the age of 18, vulnerable adults and students with special educational needs and disabilities.

At all times, employees should reflect care and concern, and ensure that children and young people under the age of 18, vulnerable adults and students with special educational needs and disabilities are fully supported and responded to in a positive supportive manner.

All employees must demonstrate positive attitudes and commitment towards ensuring appropriate support structures, resources, facilities, or individualised learning or special educational plans are in place and fully implemented.

All employees must undertake appropriate training to ensure that they are fully versed with all relevant safeguarding procedures and policies and must demonstrate appropriate understanding of how these policies relate to their own individual work programmes, or areas of responsibility.

All employees will be required to undertake, as deemed appropriate from time to time, mandatory training with regards to safeguarding and general health and safety, and welfare of students, children and young people under the age of 18, vulnerable adults and individuals with special educational needs and disabilities.