

Summer School Centre Manager

Reports to: Junior Summer School Operations 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

You will have previous experience in a summer school managerial position, and in-depth knowledge of how a summer school operates. You will be able to think on your feet and be ready to address any situations as and when they arise.

The role includes:

- Overseeing the whole running of summer school and ensuring you have an overview of what is happening on a day to day basis
- Working within summer school budgets and keeping accurate accounting records, including petty cash reconciliation
- Being the key point of contact for all third party partnerships
- Using the NCG CRM, Fidelo, to keep track of student arrivals and departures, parental consent forms, student dietary requirements etc
- Costing and planning excursions, in conjunction with the Activity Manager
- Ensuring that both the academic and activity programme run successfully
- Line managing the Director of Studies, the Welfare Officer and Activity Manager, and deputising for them on their days off
- Setting up the site before opening (including meeting relevant staff, putting up signage, ensuring all paperwork is in order, checking stock, planning staff inductions) and packing up the site at the end of summer
- Managing all operational and logistical issues in an efficient and timely manner
- Keeping the daily log and following up on pertinent points

- Allocating student bedrooms and checking rooms for damage/ensuring they have been cleaned before a group arrives
- Training staff during the induction period
- Representing the company professionally, implementing company policies/instructions and effectively communicating them to staff and customers
- Running a staff meeting once a week, taking and distributing minutes, ensuring any action points are followed up
- Meeting with other managers and staff on a regular basis.
- Running regular Group Leader meetings.
- Organising a full school assembly at least once a week
- Undergoing safeguarding and, where necessary, first aid training
- Ensuring that health and safety, welfare and safeguarding comply with NCG policies and British Council recommendations
- Designated Safeguarding Officer with responsibility for monitoring safeguarding in conjunction with the Designated Safeguarding Lead.
- As Designated Safeguarding Officer, ensuring that all staff are aware of the symptoms of child abuse and neglect, and that all staff know how to raise a safeguarding concern.
- Liaising with the Designated Safeguarding Lead and all relevant authorities when a safeguarding issue has been reported, maintaining accurate and secure records and gathering evidence.
- Taking the emergency phone overnight on a rota basis with other management staff
- Being aware of emergency procedures and acting on them when necessary
- Taking the lead in student disciplinary matters, ie issuing verbal and written warnings, liaising with group leaders/parents when necessary
- Completing summer school documents, including occupancy, meals, petty cash and timesheets in a timely manner
- Keeping accurate data with regard to student occupancy (bed lists, fire lists etc)
- Having effective communication with NCG head office, the host institution, students, staff and Group Leaders
- Holding regular meetings with the host institution over catering, classrooms and accommodation
- Providing feedback and writing a report at the end of summer school

- Undertaking any other duties to assist in the day-to-day running of the summer school
- Ensuring great customer service is offered by all staff

NCG Expectations of All Staff

- To work in line with British Council requirements - 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 JSS Operations Manager

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.