

JOB DESCRIPTION

Job Title	Centre Manager
Department	Young Learners
Reports To	Head of Young Learners
Role	To ensure that the YL centre operates efficiently and effectively according to agreed standards and objectives.
Main responsibilities	<ul style="list-style-type: none"> • Manage the course budgets as delegated by the Young Learner Project Manager and be responsible for all cash on site including course finances and student pocket money; • Liaise with the Host School to ensure the effective day to day provision of services according to contractual agreements, referring any issues to the Programmes Manager - Operations • Ensure the effective provision of services from third part suppliers; • Liaise with Business Development Managers, parents, agents and sponsors to ensure effective communications and high levels of customer satisfaction; • Be responsible for the student experience from arrival to departure ensuring an excellent quality of service throughout; • Ensure that the course is compatible with its description in pre-course publicity material, and according to procedures as set out in the Centre Manager's Guidelines; • Ensure the supervision, support, and discipline of students as appropriate; • Co-ordinate the provision of academic and activity programmes and pastoral care; • Gather and act upon feedback and complaints, as appropriate • Monitor the outcomes of course programmes and make recommendations for and effect improvement; • Ensure the induction of all course staff; • Provide leadership and direction to all staff, ensuring high standards of performance; • Manage and oversee all senior staff and staff performance evaluation and provide feedback to Young Learners all staff; • Ensure that staff operate at all times in accordance with statutory regulations and Bell policies and procedures; • Co-ordinate visitor programmes; • Be on call / ensure 24 hour emergency telephone cover is provided; • Deal with student issues/emergencies as and when they arise; • Promote and safeguard the welfare of children and young persons you are responsible for / come into contact with.
General	<ul style="list-style-type: none"> • Actively promote Bell's full range of training services to students by acquiring an up-to-date knowledge of Bell products and services and referring potential prospects to the appropriate Market Development Manager; • To adhere to all statutory regulations and to Bell policies and procedures; • To undertake any reasonable duties as required.
Compiled by	Head of Young Learners
Date	11.12.2018

This job description is not to be regarded as exclusive or exhaustive and does not form part of your contract terms. It is an outline of the areas of activity and responsibility and, like all such documents, will be amended from time to time, in the light of the changing needs of Bell Educational Services.

PERSON SPECIFICATION

CENTRE MANAGER

	ESSENTIAL	DESIRABLE
Education Level	<ul style="list-style-type: none"> • Degree or equivalent 	
Professional/ Technical Qualifications		<ul style="list-style-type: none"> • Delta qualified
Experience	<ul style="list-style-type: none"> • ELT Management • Hospitality / Sports & Activity Management • Working with children • Financial management / cash handling • Team leadership / people management • Worked in a residential environment • Experience in delivering high levels of customer service 	<ul style="list-style-type: none"> • Management of a YL centre
Personal Skills/Qualities	<ul style="list-style-type: none"> • Leadership skills • Communication skills • Interpersonal skills • Time management / able to multi task & work to deadlines • IT literate • Ability to work under pressure 	
Special Requirements		<ul style="list-style-type: none"> • Safeguarding training • First Aid • Full driving licence