

Job Title	Centre Manager
Line Manager	Target English International Managing Director
Pay	Competitive salary + full board accommodation, and holiday pay
Dates	June – August
Contracts	Fixed-term contracts of 5 – 7 weeks
Hours	48 hours per week minimum
You	A competent manager with significant experience in the EFL and summer school industry. You will have overall responsibility for delivering the product sold to clients, including the successful execution of the academic and activities programmes. Financial, operational, management, diplomacy and problem-solving skills are essential requirements for this position. Our aim is to ensure our students have an amazing summer – the CM will make this happen!

## Our Mission

At Target, we aim to provide our students with a comfortable and caring setting in the UK to improve their communication in English and develop skills for a more global society. We want our students to leave the course with a better understanding of UK culture and the inspiration to become life-long learners of English.

## Our Course and Activity Programme

We focus on developing fluency skills and building student confidence in a friendly and stimulating environment. Our in-house syllabus is based on the Common European Framework of Reference for Languages (CEFR). In order to enhance the language learning experience and give the students a sense of academic achievement, our package includes entry to the Trinity Graded Exam in Spoken English (GESE).

In Liverpool and Lincoln students can opt to take our Inspiration English course instead of General English. On this course students will improve their language skills through the development of a creative portfolio.

On weekdays students have classes in either the morning or afternoon. The rest of the time is spent with Activity Leaders on local visits, excursions or on-site activities. In each centre we run a busy, varied and exciting activity programme, aimed specifically at teenagers. An important aspect of the activity programme is for students to learn about the local history and culture of the area in which they are staying and the UK in general.

## General Duties

- Setting up the centre ensuring everything is prepared to a high standard (signage, offices, noticeboards, airport transfer schedules etc.) prior to the arrival of staff and students
- Line Managing the Director of Studies and Activity Manager, providing full support when required and working with them to ensure the successful delivery of the programmes. The CM should be actively involved in all parts of the summer school and have a working knowledge of daily events
- Overseeing all staff (teaching, activities and administration) and being their centre reference point, responding to any issues or concerns and escalating any unresolved issues to Head Office
- Developing and maintaining a positive relationship with the host college representatives, meeting regularly to ensure accurate rooming, facilities and meal arrangements
- Manage the rooming arrangements for all students, staff and visitors
- Overseeing and confirming all arrival and departure transfers
- Meeting new groups and make sure they receive a warm welcome, food (if planned) and their correct room keys
- Overseeing the collection of staff, student and client feedback
- Following up on any issues noted in initial student and client feedback and working to resolve these promptly
- Ensuring all clients complete end-of-course feedback and this is returned to Head Office
- Retaining and uploading any materials created to the company OneDrive
- Managing the centre shutdown, ensuring all materials are packed and returned to Head Office, including IT equipment, mobile telephones and relevant paperwork

## Finance

- Managing the centre petty cash and keeping accurate and transparent weekly records of all expenditure, to be sent to Head Office when requested
- Reducing extra costs for Target English International e.g. ensuring the accuracy of bed nights and meal numbers
- Ensuring that the company cash cards are used responsibly

## Safeguarding and Health and Safety

- Prioritising the safety and wellbeing of staff and students by implementing Target English policies and procedures, including the Safeguarding Manual
- Promoting and prioritising student welfare
- Acting as the Named Centre Safeguarding Officer, escalating any issues to the Designated Safeguarding Lead in Head Office where necessary
- Ensure that Health and Safety policies are being adhered to by all staff and students
- Dealing with any emergency situation that may arise, following the Target English Emergency Plan

## Customer Service

- Providing excellent customer service to clients and students throughout their stay with Target English International,
- Inducting every Group Leader via an initial meeting, informing them of centre protocols, ensuring they are aware of the GL Manual and taking note of any special requests (e.g. changes to the planned programme)
- Holding regular Welcome Events for Group Leaders, providing them with an opportunity to meet the management team and other clients
- Regularly meeting with Group Leaders to gain feedback, address any issues, and assess student satisfaction
- Dealing with any customer complaints quickly and to the best of their ability, and escalate unresolved issues to Head Office
- Representing the company to a high standard at all times
- Ensuring that every Group Leader and student is treated equally well by all members of staff
- Going the extra mile when needed to ensure that clients are satisfied with their experience

## Training

- Management staff are required to attend a paid induction and training weekend in Hull immediately prior to the start of their contracts. This includes their statutory induction, first-aid training, safeguarding and welfare training among other sessions led both by members of Target English International staff and outside consultants.
- Management staff are required to read and understand the relevant job manual given to them at the induction weekend and fully implement procedures according Target English International policy given within said manuals.

## Person Specification

	Essential	Desirable
Education	*Good standard of education	*An English language teaching qualification that meets British Council standard for TEFLI (certificate)/TEFLQ (diploma) *First Aid
Experience	*Experience of working in EFL summer schools *Experience and genuine interest in working with young people	*Experience managing EFL summer schools *Experience in management *Experience in EFL teaching
Language	*Ability to communicate clearly and coherently in English, both in one-to-one situations and to large groups of people	*Experience of learning other languages
Personal abilities	*Enthusiastic can-do attitude *Strong work ethic and professional attitude *Cooperative and supportive to others *Flexibility and ability to adapt to change *Ability to cope with long working hours *Problem solving skills *Good communication skills – able to discuss important and difficult issues in a calm and professional manner with clients/colleagues/host facilities/etc.	
Professional abilities	*Ability to organise own work time efficiently *Basic administration skills *Ability to work to deadlines and prioritise tasks *Basic understanding of Microsoft Office (Word, Excel, etc) *Management ability *Ability to lead a team of people effectively	*Good capabilities and understanding of Microsoft Office and OneDrive

## Safeguarding

In line with safer recruitment, where roles require responsibility for, or substantial access to, under 18s, our recruitment procedure includes the following:

- All references will be followed up
- Reference requests ask specifically whether there is any reason that [the applicant] should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18
- All gaps in employment history must be explained satisfactorily
- Proof of identity and right to work in the UK must be shown at interview
- Proof of identity and copies of qualification certificates must be sent to head office prior to starting work and original copies must be taken to the centre
- Suitability checks (Enhanced DBS checks or overseas equivalent) will be required prior to confirmation of appointment.
- Staff will complete online Safeguarding and online Prevent training

## How to apply

If you feel you meet our requirements, please find our application form on the Work With Us page of our website <http://www.targetenglishinternational.com/work-with-us/> and email your completed form, along with a brief covering letter stating your availability and centre preference to Kay Donnelly (email below). If you would like to discuss the role informally, please call Recruitment on +44 (0) 1482 214955.