



**YOUNG  
LEARNERS**

# Embassy Summer Centre Manager

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## **EC English Language Centres** Helping students succeed in a global community

EC offers superior English language programmes in the top English-speaking destinations around the world, together with French in Montreal. Our world-class facilities and an outstanding team have allowed us to evolve into a globally recognized and trusted brand. Our vision is to maintain our growth while helping students from all over the world succeed in a global community.

EC has a Young Learners division which incorporates EC Academy, EC Study Tours and Embassy Summer and welcomes students from over 140 countries helping them to improve their language skills, meet new friends and take part in a wide range of activities and cultural excursions that will help them develop important life skills.

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### **Position Summary:**

The Centre Manager inspires, motivates, and leads an entire school of staff, leaders and students.

### **Key Responsibilities:**

- Promoting and safeguarding the welfare of students for who you are responsible and with whom you come into contact
- Manage, lead, and inspire a team of colleagues dedicated to students' development and welfare
- Maximise student and group leader satisfaction by ensuring their experience meets or exceeds their expectations
- To ensure the centre operates to the highest standards of relevant Health & Safety, safeguarding, HR practices
- Ensure the programme runs within the pre-determined budgets & take responsibility for the submission of all administration

**Specific duties include:**

- Training, inducting and inspiring the centre team
- Overseeing staff performance and behaviour and ensure that staff demonstrate and adhere to safe and healthy working practices at all times
- Conducting assemblies and inductions for students and Group leaders
- Reviewing or completing accurate occupancy administration
- Liaising with the Recruitment Team to ensure they are aware of day to day staffing requirements
- Supporting the Activity Management team
- Supporting the Welfare Officer and Guardian team
- Reviewing or completing accurate accounting administration
- Conducting staff and Group leader meetings
- Completing and updating staff rotas consistent with actual working hours to inform payroll within the deadlines set by the Recruitment Manager
- Ensuring that Managers and junior staff work within compliant working hours and do not exceed maximum contract hours. To provide justification for exceeding stated hours alongside payroll submission
- Completing or reviewing accurate rooming and allocation plans
- Ensuring accurate and comprehensive departure transfer plans are completed
- Managing the morning & afternoon split with support from the Excursion Manager and Director of Studies
- Managing the centre's weekly rota and schedule
- Managing the host college relationship and creating a positive relationship
- Demonstrate safe and healthy working practices at all times and manage the workplace so that it is a safe and healthy environment for staff and students, working in partnership where necessary with any host premises to achieve this

**Organisational Compliance:**

The job holder will be expected to operate in accordance with the company's Code of Conduct, and any local policies and operating procedures relating to academic, welfare and safeguarding matters. Employees are required to cooperate fully with all arrangements in place related to Health and Safety which include implementation and compliance with control measures resultant from risk assessments and engagement with, and completion of, any relevant Health and Safety training.

**Education Required:**

- Educated to degree level or equivalent

**Education / Training Desired:**

- Valid First Aid Certificate
- Safeguarding Level 1 and 2

**Experience Required:**

- Management experience in junior education / learning
- Experience working with juniors
- Experience in a role involving organisation / logistics / travel

**Experience Desired:**

- Management experience in a summer school environment
- Managing multiple departments and teams

**Personal Attributes**

- Ability to lead and inspire a team
- A high degree of IT competency - Outlook & MS Office (specifically Excel)
- Excellent communication and interpersonal skills
- Excellent organisational and planning skills
- Ability to deal and resolve complex problems and issues
- Ability to work under pressure, multi-task, prioritise tasks and meet tight deadlines
- Knowledge of Central London
- Demonstrates the ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Demonstrates emotional resilience in working with challenging behaviours
- Demonstrates a positive attitude to the use of authority and maintaining discipline
- Demonstrates an exceptional level of attention to detail