

Embassy Summer Excursion Manager

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.

Position Summary:

The Excursion Manager is responsible for the organisation and delivery of a high-quality, exciting activity and excursion programme for students, which includes inspiring; training and managing Activity leaders to achieve this goal.

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 the activity team to deliver the excursion programme with an exemplary level of dedication to students' development and welfare
- Maximise student and Group leader satisfaction by ensuring their excursion experiences meets or exceeds their expectations
- To ensure the excursions operate to the highest standards of relevant Health & Safety, Safeguarding and HR practices
- Ensure the excursion programme runs within the pre-determined budgets & take responsibility for the timely and accurate submission of all administration

Specific duties include:

- To hold regular meetings with Group leaders and to assist in the Group leader induction process
- To make all attraction and coach bookings in centre within the budgets and specifications of the pre prepared standard and specific programmes
- To liaise with the Welfare Officer to promote Optional Excursions to Individual students
- To induct and train activity staff in Best Practices that facilitates the high quality delivery of all excursions. This extends to their ongoing training, pre-trip briefings, performance observations and appraisals
- To prepare and update programmes as changes are requested
- To record excursions and subsequent changes, ensuring these are made available to Head Office
- To effectively manage optional trip costing, sales and advertising
- To assist in the completion of weekly and daily working rotas for Activity staff
- To take part in and/or lead a variety of meetings with management, junior staff, host college and vendor personnel
- To ensure high levels of student safety and welfare are maintained in line with Statutory, Accreditation and Company guidance
- To assist with student arrival and departures at centre as needed and requested by the Centre Manager
- To meet with the Director of Studies to decide the centre morning & afternoon split fits with the particulars required of the excursion programme.
- To ensure the splits facilitate the centre's nationality mix and ensuring the academic & activity programmes are integrated
- To diligently prepare excursion packs
- To brief, outline and monitor the elements of the programme where Activity leaders must be actively encouraging engagement with the activities and excursions through the Embassy Summer App
- In the absence of an Onsite Social Manager, to manage and oversee aspects of the onsite activity programme
- To work with the Welfare Officer to ensure risk assessments are comprehensive and control measures are being implemented by frontline staff on excursions
- To support other managers and carry out other operational duties as assigned or requested by the Centre Manager including carrying out 24hr emergency duty (on a rota basis)
- To carry out residential supervision duties, including meal and bedtime supervision as requested by the Centre Manager
- 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.

Qualifications & Training:

- Educated to Degree level or equivalent/or working towards (Desirable)
- Valid First Aid Certificate (Desirable)
- Valid Driving Licence (Desirable)

Essential criteria:

- Experience working with juniors
- Experience in a role involving organisation/logistics/travel
- Ability to deal with complexity and resolve problems and issues
- Ability to work under pressure, multitask, prioritise tasks and meet tight deadlines
- A high degree of IT competency: Outlook & MS Office (specifically Excel)
- Excellent organisational and planning skills

Desirable criteria:

- Managing multiple departments and teams
- Management experience in a summer school environment
- Excellent communication and interpersonal skills
- Excellent organisational and planning skills
- Ability to motivate, lead and inspire students
- Ability to work under pressure
- Excellent communication and interpersonal skills

Personal Attributes

- 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