



**YOUNG  
LEARNERS**

# Embassy Summer Hall 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 Hall Manager is responsible for the efficient management of all facets of accommodation in Centre; this includes allocation (to regulatory standards of Welfare), damage inspections/reporting and accurate record keeping of occupants.

### **Key Responsibilities:**

- Promoting and safeguarding the welfare of students for who you are responsible and with whom you come into contact
- 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

### **Specific duties include:**

- To meet and greet students upon arrival and to show them to their accommodation
- To provide site tours and orientation for new staff and students
- To establish a rota to ensure students are in their rooms and lights are out by 23.30 pm
- To have ultimate responsibility for your hall in terms of safety and welfare duties
- To carry out 24-hour duty on a rota basis with other managers
- To deal with any complaints or problems relating to accommodation
- To maintain & submit weekly records of room allocations (ORFs)
- To sell travel cards to clients and keep records of all income from travel cards (UCL Only)
- To keep a record of any usage of travel cards by staff (UCL only)

- To organise any meal vouchers for your hall and keep weekly records of meal voucher usage (UCL only)
- To update notice boards in the Halls and taking boards down at the end of summer
- To report any maintenance issues to the college staff
- To ensure damages are kept to a minimum and to follow procedures for damage that has occurred
- To ensure that standards of cleanliness are kept up by the college reporting complaints to the Centre Manager
- To ensure that an excellent working relationship is maintained with the university representative
- To collect damage deposits on student arrivals
- To carry out residential supervision duties, including meal and bedtime supervision
- To assist with student lost key and accessing student's rooms

*Please be aware that the role may/will have different specifics suited to the needs of the specific Centre that may extend beyond these duties*

#### **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 A level or equivalent (Essential)
- Valid First Aid Certificate (Desirable)
- Valid Driving Licence (Desirable in some locations)
- Safeguarding Level 1 and 2 (Desirable)

#### **Essential criteria:**

- Office/administration experience
- 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:**

- Experience working with juniors
- Excellent organisational and planning skills
- Ability to deal with and resolve complex problems and issues
- An excellent understanding of Excel
- Excellent organisational and planning skills
- Ability to work under pressure and meet tight deadlines



**YOUNG  
LEARNERS**

**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