

Embassy Summer Local Activity 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 Local Activity Manager supports the Activity (and/or Excursion) Manager in the organisation and delivery of high-quality local visits and activities programme in addition to the training and preparation of the 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.
- Support, brief 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 onsite and half day London excursions meets or exceeds their expectations.
- To ensure the excursions operate to the highest standards of relevant Health & Safety, safeguarding and HR practices.
- Support the Excursion Manager to ensure the excursion programme runs within the pre-determined budgets & support the timely and accurate submission of all administration. To include responsibility for half day excursions that does not include a paid attraction entrance.

Specific duties include:

- To assist with staff induction and train Activity staff in Best Practices that facilitates the delivery of high-quality excursions and onsite activities. This will extend to their ongoing training, pre-trip briefings, performance observations and appraisals
- Assisting the Activity Manager with the preparation of, and updating of, programmes as changes are requested. Creating a record of excursions
- To support the Activity Manager with optional trip costing, sales and advertising
- To assist with 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 and 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 assist in the diligent preparation of excursion packs – including producing itineraries, student registers, coach splits and all content relating to the delivery of the scheduled trip
- 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
- 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
- To 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)

Essential criteria:

- Experience in a role involving organisation/ logistics/ travel
- Excellent communication and interpersonal skills
- Excellent organisational and planning skills (Essential)
- Ability to deal with complexity and resolve difficult problems and issues varying in nature

Desirable criteria:

- Experience working with juniors
- Management experience in a summer school environment
- Managing multiple departments and teams
- A high degree of IT competency: Outlook and MS Office (specifically Excel)

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.
- High attention to detail