

Embassy Summer On-site Social 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 On-site Social Manager organises, inspires and trains the Activity leaders to deliver a high-quality on-site activity programme for students and clients. The OSM is required to ensure the safe delivery and coordination of all logistics necessary for on-site excursions.

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 on-site activity programme with an exemplary level of dedication to students' development and welfare
- Maximise student and Group leader satisfaction by ensuring their activity programme 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 on-site 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 induct and train Activity leaders to in best practices that facilitates the high-quality delivery of all activities, extending to their on-going training, pre- session briefings, performance observations and appraisals
- To assist in the completion of weekly and daily working rotas for Activity leaders
- 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 diligently prepare activity planning sheets
- To be present for the set-up and demonstrations for certain key activities
- To lead by example and setting high performance expectations for Activity leaders
- 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 take responsibility for all activity stock. This will include some lifting of equipment
- To work with the Welfare Officer to ensure risk assessments are comprehensive and control measures are being implemented for all activities on-site
- In the absence of the Excursion Manager, to manage and oversee aspects of the excursion programme
- 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/coaching
- Excellent organisational and planning skills
- Excellent communication and interpersonal skills
- Ability to deal with complexity and resolve difficult problems and issues varying in nature
- Ability to multi-task and prioritise tasks
- Ability to work under pressure and adapt quickly to changes in situation
- Ability to strongly motivate a team and get the best out of people

Desirable criteria:

- Managing or leading people/ teams
- 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