

## Job Description

<b>Position</b>	Centre Manager & Director of Studies
<b>Reporting to</b>	Head of Young Learners & Academic Product Manager (YL and Adults)
<b>Team Management</b>	Yes
<b>Contract Type</b>	Fixed Term
<b>Last review of job description</b>	November 2025
<b>Suitable for Hybrid working?</b>	No
<b>Suitable for Core Hours?</b>	No

### Example Shift Pattern:

Day	Type of Shift	
	Morning	Evening
Mo	07:00 – 20:00	
Tue		10:00 – 23:00
Wed	07:00 – 20:00	
Thu	OFF	OFF
Fri	07:00 – 20:00	
Sat		10:00 – 23:00
Sun		10:00 – 23:00

**Please Note**

- This is a sample shift pattern, shifts and timing of shifts are subject to change
- Shifts may occasionally be extended or shortened to meet your contractual weekly working hours
- Days off are allocated randomly, unless communicated and agreed in advance

### Overview:

The Centre Manager & Director of Studies is responsible for the smooth, efficient and successful running of the Young Learner centre, including all associated administrative tasks, and for the effective delivery of the language programme. The position ensures the safety and wellbeing of students and team members, the quality of teaching and learning, and the overall student experience, in line with BSC Safeguarding Policy.

The main duties and responsibilities are listed below:

### Centre

- Work with the management team to ensure the smooth day to day running of the course.

- Supervising and ensuring weekly rota management, including shift changes, sickness and absence management is completed.
- Producing a weekly bedding list to be shared with the team from the host centre and used as a fire list and morning/evening rollcall list for the BSC team at the centre.
- Plan and organise room allocation and review this weekly.
- Liaise daily with on-site centre team members and host centre teams (catering, housekeeping, accommodation, security) to ensure effective operations.
- Welcoming groups on arrival and organising registration (as needed)
- Produce a weekly meal list to be shared with the catering team from the host centre outlining how many of each meal needs to be prepared each day and organising packed lunches as needed for excursions.
- Be responsible for implementing Health & Safety and Safeguarding procedures at centre level, reporting any concerns immediately to the Young Learners Central Team and The People Team.
- Leading daily/weekly management team meetings.
- Oversee team performance, appraisal reviews and motivate the team as required.
- Responding to enquiries from the BSC team at the centre, students, Group Leaders, Agents, members of the BSC central support teams and ensuring smooth channels of communication between all key stakeholders
- Managing the centre email inbox and centre/emergency phone
- Supervise centre finances and support the profitability of the centre, including oversight of Soldo transactions, expenses and additional meals, ensuring these are limited and used only when necessary.
- Delivering a fully effective check-in/out service to students and Group Leaders, completing all relevant paperwork, updating database records, and ensuring all procedures are followed to provide the best possible experience for all arriving/departing students.
- Ensuring that the welfare and activity leads have organised all airport transfers and that a meet and greet team are scheduled to be at the airport on arrival days.
- Running weekly reports to show all arrivals/departures, as well as any special requirements
- Ensuring late arrivals have a great welcome and food available on site
- Proactively dealing with any problems or issues that arise at the centre during programme delivery.
- Manage centre preparation and any audit or inspection to maintain British Council accreditation standards.
- Communicate with parents regularly and in a timely manner.
- Communicate regularly with the Young Learners Central Team before and during the summer, responding to requests and correspondence in a timely fashion.
- Complete all administrative tasks and weekly returns required by the Young Learners Central Team, including weekly centre reports and end of course centre and team member reports.
- Ensure inventory of all materials and equipment is completed on set up and close down and that all records are accurately maintained.
- Collect and collate arrival and departure feedback from students and International Group Leaders, ensuring all feedback is reported to the Young Learners Central Team and acted upon where necessary.

## **Academic**

- Conduct induction for teachers
- Collect all student levelling data and group students into class levels
- Setup weekly reports for teachers to complete
- Mail Merge reports and certificate for students
- Email certificates and reports to GLs for each group
- Support teachers with challenging situations; remain objective
- Plan and Deliver language focused and engaging lessons.
- Follow BSC syllabus and ensure teachers are doing so
- Check teachers are submitting weekly planners and report on time
- Carry out 'pop-in' observations on all teachers regularly.
- Be observed and receive feedback
- Conduct teacher observations and give constructive feedback
- Line manage Lead Teachers (where applicable), with a focus on developing their leadership skills.
- Lead and instil a culture of idea sharing and collaboration among the teaching team.
- Support teachers with lesson planning and delivery
- Plan and deliver at least 1 INSET session for the teaching team.
- Organise graduation photos and project showcase days
- Lead the academic team and support the summer team as a whole.
- Conduct weekly academic meetings
- Organise and assist with placement testing for all new students.
- Be in regular contact with and report to the YL Academic Operations Manager
- Log and report any student absences to the Welfare Team and Group Leaders in line with BSC policy.
- Cover academic and, where necessary, non-academic duties as the need arises.

## **Students & Pastoral Care**

Oversee the Activity and Welfare Managers in the following areas:

- Ensure safety and wellbeing of students at all times.
- Work with the management team and International Group Leaders to deal with any arising student discipline issues.
- Support in dealing with student behaviour interventions and welfare issues, liaising with the Welfare and Accommodation Manager, Welfare Officer, parents and International Group Leaders.
- Working with the activities team to ensure smooth running of social programme
- Ensuring safety, welfare, and wellbeing of students at all times
- Ensure daily welfare meetings are set up with individual students who require additional support.
- Supporting with mealtime rotas and planning
- Supporting with wake up and bedtime duties
- Ensure all team members are aware of residential duties and what they entail, and that mealtimes, wake up and night duties are implemented on a rota basis.

- Providing safety and welfare assistance to all students.
- Be a role model for the students
- Help students settle into life in the residential centre, ensuring that they have the correct information regarding personal safety, centre rules and laws relevant to location.
- Complete Administration for Medicine Training so that you can administer medicine as well as First Aid

### **Child Protection & Safeguarding**

- To promote and safeguard the welfare of children and Young Learners you are responsible for and come into contact with.
- Familiarise yourself and adhere to BSC Safeguarding Policy.
- Acting as the Designated Safeguarding Lead (DSL) accordingly and professionally in response to a safeguarding concern.
- Record, report and escalate safeguarding concerns with confidentiality and professionalism in line with BSC Safeguarding Policy.
- Ensure a safe environment for Young Learners and team members.
- Ensure student ratios are maintained in accordance with site rules BSC Safeguarding Policy.
- Provide safety and welfare assistance to all students.
- Complete online Safeguarding for Young Learners (Level 3) before arrival and complete an in person refresher during on site induction

### **Other:**

In addition to the above, Centre Manager & Director of Studies are required to:

- Work positively as part of a team
- Demonstrate a positive attitude.
- Demonstrate and act in accordance with professional standards at all times.
- Act in the welfare of the students at all times.
- Make sure you are clean, neat and presentable during working hours
- Comply with the BSC Appearance Policy (BSC T-shirts are provided) Uniform is compulsory when on duty.
- BSC YL lanyards are to be worn at all times.
- To carry out any duties as may be reasonably assigned by the Young Learners Central Team.
- Be a positive role model at all times
- Comply with centre and BSC rules and regulations
- Complete BSC Safeguarding Training Online before you arrive at the centre.
- The CM & Dos is required to attend a pre-course induction to meet team members from their own and other centres and to be briefed fully on all aspects of running the centre.
- Familiarise yourself with the Operations Manual.
- Working hours may be unsociable due to evening activities, night duty, and the times of student arrivals and departures.

## Required Experience & Skills

### Essential

- DELTA or MA TESOL or MA Linguistics (other qualifications may be considered if supported by extensive experience as a Director of Studies on summer programmes).
- Experience working in a senior role at a summer camp
- Experience of working with multi-nationality students
- Extensive experience of summer programmes, including
- High level of computer literacy, particularly MS Office, email, and use of databases
- Excellent lesson planning skills and the ability to train and support others in this task.
- Adaptability and flexibility, including flexibility in working hours and willingness to work hard.
- Excellent communication and organisational skills.
- Effective leadership skills and the ability to coach and develop others.
- Ability to work well in a team
- Flexibility and approachability.
- Ability to remain calm under pressure
- Confidence in your own abilities to overcome challenges
- Enthusiasm for summer school life
- Experience of running placement tests.
- Experience of carrying out teacher observations and giving constructive feedback.
- Experience of holding meetings and writing reports.

### Desirable

- Experience of working with children and teenagers in an educational context.
- Leading centres and acting as Director of Studies.
- Current valid First Aid certificate
- Child Protection and Safeguarding training
- Experience of British Council/Equals/ELT Council inspections
- Extensive experience as a DoS on summer programmes

### Training

Full product knowledge training will be provided

A manual will be provided giving insights and links to all relevant information

On-going training will be provided on an individual and group need basis

All BSC colleagues must operate in line with our team-led Vision, Mission & Values as outlined below:

**BSC VISION:** *To provide customers with steppingstones to their future by delivering outstanding and transformational learning experiences.*

**BSC MISSION:** *By believing that “Great Things Start Here” and standing behind all that this means. If we believe it, our customers will achieve it!*

**BSC VALUES:**

<b>AIM HIGHER</b>	We proactively make suggestions and solutions for challenges and opportunities.
<b>COLLABORATE</b>	We are team players - we treat everyone with respect and understand that we succeed collectively, not as individuals.
<b>COMMUNICATE</b>	We communicate in a timely way with clarity, respect and transparency.
<b>CUSTOMER FOCUS</b>	We seek to provide consistent high-quality experiences that customers will remember.
<b>TEAM FOCUS</b>	We seek to reward and recognise excellence and innovation within our teams.