

TIE - Trinity International Education

Job Description Centre Manager (Italy)

Reports to:

Managing Director & Operations Manager

Hours of Work/Contract Type

- Fixed term 48-hour contract over a six-day week
- You may be required to work additional hours when requested to meet the needs of the business
- This position will involve working on weekends and other unsocial hours

Purpose

- To be responsible for the smooth running of all aspects of the designated summer school, meeting TIE standards
- To line manage and work closely with the Welfare Manager and Assistant Director of Studies
- To develop and maintain excellent working relationships with the host school, partners, agents and Group Leaders

Responsibilities & Tasks

People Management Responsibilities

- To manage all TIE staff at the school ensuring they act at all times in accordance with the company policies outlined in the Staff Handbook, including the staff Code of Conduct
- To organise staff rotas in liaison with other senior members of the summer school staff making sure that staff are utilised well, and that TIE's supervision ratio is met at all times
- To seek feedback from staff, students and Group Leaders on all aspects of the programme, putting strategies in place to constantly improve the team's delivery
- To both lead and attend all required meetings with staff, fellow senior staff, Group Leaders and host school representatives and keep meeting minutes
- To conduct Group Leader and student inductions
- To ensure when not on duty that there is someone deputising, and they are apprised of all necessary information

Communication

- To ensure consistent and effective communication with Head Office and host school representatives and between all staff, students and Group Leaders throughout the course
- To deal with all students, Group Leaders and host school representatives' issues, complaints and suggestions in a positive and effective manner and in adherence with the relevant TIE policies and procedures
- To inform parents, carers or agents of any incident, injury or poor conduct
- To ensure the emergency phone is effectively manned

School Management

- To be responsible for carrying out all tasks concerned with the setting up, running and closing down of the school as advised by Head Office
- To regularly monitor students, Group Leaders and staff bed and meal numbers, communicating these to the host school and Head Office as required
- To be on call for any emergencies, including any emergency situation arising during the night, and liaise with the Welfare Manager, other staff at the school or Head Office, if required
- To take responsibility for all aspects of planning and delivering the activity programme, to include:
 - to liaise with Head Office if changes need to be made
 - to be responsible for and control all activity resources
 - to liaise regularly with suppliers (e.g. transport, activity venue providers, on-site facility managers, catering, school maintenance, etc.) to guarantee the smooth and safe operation of all activities and excursions
- To be responsible for allocating students to accommodation houses and rooms, and arranging any student moves

Office Responsibilities

- To effectively manage check-in and check-out service to students by completing all relevant paperwork, updating database records and ensuring all procedures are followed
- To effectively manage the school office including IT and telephonic communication
- To assist in the collection and validation of HR documentation
- To be in charge of inventories for all departments and ensure that the correct information is returned to Head Office at the end of the course
- To manage all financial aspects of the school in accordance with TIE policies and procedures, to include:
 - to manage pocket money, damage deposits, valuables
 - to be responsible for all financial spending and ensure all financial administrative documentation is accurately completed
- To assist other senior staff with the maintenance and management of administrative files/documents

Other Responsibilities

- To deputise for the Welfare Manager as required
- To hold the school's emergency phone as required
- To act on any incidents of misbehaviour, according to TIE policy
- To act at all times in accordance with the company policies outlined in the Staff Handbook, including the staff Code of Conduct
- To follow TIE's Safeguarding Policy, ensuring it is followed by others, and maintain a friendly yet professional manner with students at all times
- To ensure that students adhere to the TIE Student Code of Conduct

- To take on the role of First Aider, if required, or to be aware of the designated First Aider/s on-site and report to them when First Aid is required
- To act in a seemly and professional manner with all of TIE's agents, students, Group Leaders and not to engage in any activity which may bring TIE, its agents, partners or the designated host venue into disrepute
- To provide excellent customer service to students, Group Leaders and other agents of TIE
- To be flexible to carry out any other duties as may be reasonably assigned by TIE

Other Information

- Rates of pay will be discussed at the interview
- TIE will provide full board and accommodation included in the package
- Full training will be provided, and any online materials and courses will need to be read and completed before the start of employment
- All staff will be required to:
 - help with setting up the centre
 - complete an exit feedback form
 - attend an appraisal
 - attend staff meetings
- TIE operates a strict safer recruitment policy, and all staff will have checks made on their suitability to work with children to include:
 - enhanced DBS check or local equivalent
 - references that will ask directly about the applicant's suitability to work with children
- Applicants must be eligible to work in the country where they are assigned and be able to supply proof of the same (TIE does not sponsor visas)
- TIE is an equal opportunities employer and, provided applicants meet the requirements for employment working with minors, does not discriminate against age, colour, disability, ethnic origin, gender, immigration status, marital status, social or economic status, nationality or national origins, race, religious or political beliefs, responsibility for dependents, sexuality, trade union membership or unrelated criminal conviction(s).

Person Specification: Essential

Qualifications

- Educated to degree level standard or equivalent
- Very good level of spoken and written English (CEFR C1 minimum, e.g. CAE/IELTS 8)

Experience

- Experience as a line manager
- Experience working with young people

Skills, Knowledge and Abilities

- Meticulous and thorough approach to work
- Strong organisation and time management skills
- Effective people management skills
- Excellent communication skills and a team mentality
- 'Can do' approach to work
- Ability to work under pressure and be adaptable
- A good understanding of child welfare & safeguarding
- Computer literate with emphasis on Microsoft Word, Outlook & Excel

Personal Attributes

- Some knowledge of foreign cultures
- Interests in activities and local cultures

Desirable

Qualifications

- NVQ (National Vocational Qualification) or equivalent in a relevant discipline
- Driving licence, First Aid, Lifeguarding and Safeguarding qualifications
- Current Cambridge CELTA or Trinity TESOL Certificate or PGCE

Experience

- Experience in a similar role
- Experience in a summer school environment
- Experience in a customer service environment

Skills, Knowledge and Abilities

- Knowledge of a foreign language