



LINES
LEARN TODAY
LEAD TOMORROW



CENTRE MANAGER

LINES Overview

For over 25 years, LINES has been a leading provider of high-quality academic English language courses. Our commitment to excellence is reflected in our accreditation by the British Council.

At LINES, we aim to create a vibrant and enriching learning environment where students not only enhance their language skills but also forge lasting friendships and enjoy a fun-filled educational journey.

Our programmes are designed to engage and inspire students, fostering their language proficiency while nurturing a sense of community

Role Summary

We are looking for inspiring and enterprising Centre Managers committed to delivering high-quality, residential programmes in leading independent schools.

You will have high aspirations and the ability to promote and deliver the values and ethos of LINES.

As Centre Manager you are ultimately responsible for the operational and academic needs of the centre, as well as the welfare needs of all course participants (students, staff, Group Leaders and LINES visitors).

As part of a wider group, you will be supported by and expected to collaborate with the Assistant Centre Manager and Head Office to ensure the student experience is exceptional and the needs of all parties are met and, wherever possible, exceeded.

As Centre Manager you will have excellent communication and interpersonal skills, projecting a courteous and professional manner at all times when representing LINES. Outside of the classroom as Centre Manager, you are a go-to person for students and staff members.

As the head of the senior management team, a high standard of professionalism and commitment to growth and development is required - many of our Centre Managers come back year after year.

If you take pleasure in working with young people aged 10-18 and are at ease working in a dynamic, fast-paced summer school environment, we'd be delighted to engage in a conversation with you!

Accredited by the



**BRITISH
COUNCIL**

for the teaching
of English in the UK

Person Specification ESSENTIAL

- The right to work in the UK at contract start date
- First degree (any discipline)/Level 6 qualification
- Demonstrable experience in leading, managing and motivating a diverse team

- Ability to effectively oversee the many different areas of a busy summer school with energy and enthusiasm
- Demonstrable interpersonal and customer care skills
- Outstanding oral and written communication skills
- Demonstrable ability to anticipate, recognise and resolve problems while maintaining a calm and positive manner

- Ability to perform well in a fast-paced, pressured environment
- Proven organisational, administrative, IT and record keeping skills
- Good eye for detail and enjoys working to exacting standards
- Culturally aware and genuinely enjoys working with children and teenagers

- Has high aspirations and the ability to promote and deliver the values, culture and ethos of LINES
- Commitment to professional growth and receptive to feedback
- Committed to safeguarding children and to ensuring their safety and welfare is the priority
- Energetic, creative and positive

Person Specification DESIRABLE

- Applicants holding an EFL qualification such as the Cambridge CELTA or DELTA are particularly welcome to apply
- Previous employment with LINES
- Experience in performance management
- Experience of recent professional development
- A strong awareness of Health and Safety
- Ability to ensure students develop new skills and have maximum exposure to British culture
- Previous experience of working with children/teenagers in a residential setting



LINES
LEARN TODAY
LEAD TOMORROW



LINES Stowe

Stowe School
Buckingham
MK18 5EH
UK



LINES Queenswood

Queenswood School
Hatfield
Hertfordshire
AL9 6NS
UK



Induction

Friday 5th and Saturday 6th July 2024

Salary & Benefits

Weekly Salary: £750 + holiday pay

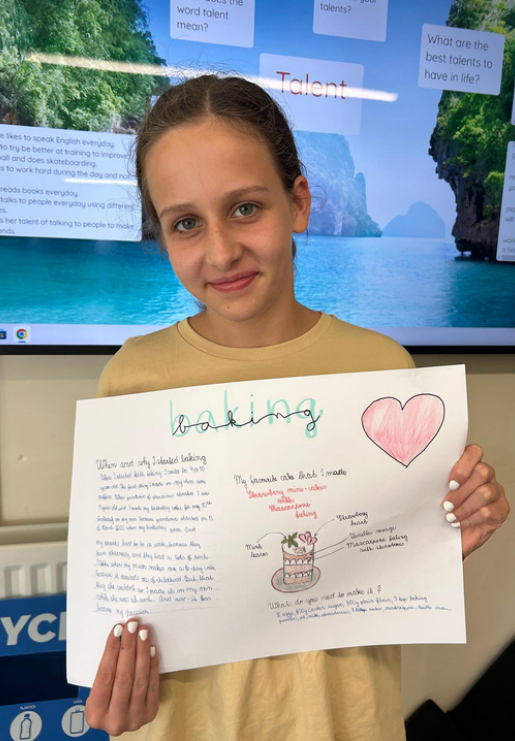
Course Dates

Sunday 7th July - Saturday 3rd August 2024

- Full board accommodation
- Induction, paid pro rata
- Exciting opportunities for professional development

Working Conditions

- Our programmes are action packed – working hours at the centre will be long and the work will be intense.
- The welfare of all course participants must be the priority even during time off.
- You must always be available via mobile phone to respond to any situations as required.



Safeguarding & Welfare

- Act as Designated Safeguarding Lead and always ensure the safeguarding and welfare of all course participants.
- Exploit every opportunity for nationalities to mix and for students to practise English both inside and outside the classroom.
- Take all necessary steps to minimise risk, ensure risk assessments are carried out and acted on.
- Ensure proper procedures are carried out for all areas of Health & Safety, e.g. Fire and First Aid.
- Ensure staff are always sensitive to the welfare of students for whom they are responsible.
- Ensure students receive a full induction.
- Ensure staff members receive a full induction and that 'latecomers' are appropriately inducted.
- Get to know as many of the students as possible.
- Maintain good discipline throughout the centre and deal with all students fairly. Involve Head Office whenever necessary.

Pre-Course (before arrival at centre)

- Read all Staff Handbooks, Job Descriptions, checklists, and LINES publicity materials. Ensure you understand the detail of all roles.
- Familiarise yourself with LINES online systems so that you can guide staff to use them effectively.
- Contact all staff members, introducing yourself and setting clear expectations.
- In conjunction with Head Office, plan fine details of the course.
- Advise Head Office of any additional stock, and/or facilities or other requirements in time for these to be in place before start of course.
- Be clear on all matters relating to the centre (rules, use of facilities etc.) and any groups joining the course who may have special programmes.
- In conjunction with Head Office prepare rooming list, week one rotas and induction materials.
- Prepare staff induction and centre preparation schedule in conjunction with Head Office.



Pre-Course (at centre)

- Meet centre staff to organise official handover, including damage check and risk assessments.
- Make all arriving staff feel welcome and quickly integrated and set an appropriate and professional tone for all course participants.
- Deliver sections of the staff induction and create opportunities for team building.
- Ensure centre and staff are properly prepared before the start of the course, including detailed arrival day timetable.

General Duties

- Provide direction and leadership for all LINES course participants (students, staff, Group Leaders) at the centre.
- Ensure the programme at the centre is delivered according to LINES standards as laid out in publicity materials, staff handbooks and according to any other briefings from Head Office.
- Manage staff satisfactorily and resolve any staff queries.
- In collaboration with Head Office, manage disciplinary and grievance procedures.
- Maintain good relations with the host centre staff and ensure the facilities are properly looked after by all course participants.
- Ensure information for host centre is given to them by required time/date.
- Regularly liaise with Head Office and complete (and send) a daily log detailing all student, staff, supplier and host centre issues.
- Ensure accurate and thorough administration e.g. course finances, bed nights, stock ordering.
- Be responsible for safeguarding and promoting the welfare of students, including disciplinary matters.
- Be sufficiently flexible to deal with unexpected situations, contacting Head Office where necessary.



Centre Management

- Take overall responsibility for the successful running of the course.
- Maintain the good reputation of LINES.
- Hold daily meetings, providing agendas and minutes as follows: centre liaison staff, senior staff. Hold additional group or individual meetings according to need.
- Maintain good relations with all external services. If any problems occur, written records of events must be kept, and Head Office informed.
- After consulting Head Office to clarify best means of communication, ensure parents (via representatives, if appropriate) are contacted in case of student disciplinary issues, homesickness, illness, and changes to any pre-paid options. Involve group leaders where appropriate.
- Decide, with Head Office, who will take over job responsibilities to allow for time off (not a full day) and be able to return within half an hour in case of emergency.
- Undertake some wake up/mealtime/bedtime duties as required.

*Additional Duties

(In the event of low numbers and no employment of Assistant CM – to be undertaken or delegated to RC)

- Ensure staff rotas are such that students are always adequately supervised 24 hours per day.
- Hold daily meetings with RCs to ensure activity plans are appropriate, and be informed about any in house issues (student behaviour etc.)
- Prepare weekly rooming lists for all students and staff.
- Prepare weekly dining hall seating plans for all students and staff.
- Ensure dining hall seating plans are adhered to (Monday-Friday, excluding breakfast) and mealtimes run smoothly.
- Plan details of all student arrival/departure days.
- Run the student bank.



Staff Management

- Ensure staff work together as a team for the benefit of the students and requirements of the course.
- Prepare staff rota each week.
- Manage staff. Support senior team to promptly resolve any departmental staff issues. Together with Head Office, resolve any major issues.
- Ensure that the staff appraisal system is carried out effectively, consistently, accurately and on time.

Quality Control

- Monitor all areas of course daily, e.g. facilities, delivery of programme and safeguarding/welfare. Act to improve standards where required.
- Review and agree weekly Social Programmes.
- Collect informal and formal feedback from all course participants, respond accordingly and record any action taken.

Customer Care

- Welcome students plus any accompanying parents, and all external visitors to the centre and ensure they are well looked after.
- Ensure Group Leaders are properly looked after and involved in the programme.
- Welcome visiting representatives and parents warmly and professionally.

End of and Post-Course

- Ensure shutting down the centre is done efficiently and does not have a negative impact on the students.
- Prepare end of course schedule, including packing equipment and leaving rooms as found.
- Ensure all course records are complete and submitted to Head Office.
- Write an end of course report within 5 days of the course-end.
- Be prepared to respond to any further queries from Head Office post course.

All LINES staff must

- Commit to safeguarding and promoting the welfare of all course participants at all times
- Provide the best possible language learning, social and cultural experience for the students
- Work cooperatively with both LINES colleagues and host centre staff
- Follow the guidelines in Staff Handbooks regarding the standards expected in your job and how to deliver them
- Maintain confidentiality (in accordance with LINES' Data Protection Policy)
- Complete all documentation as required
- Carry out directions from Head Office and comply with all legal and professional organisation requirements
- Present yourself well; being of smart appearance, appropriate to the role and using appropriate language
- Act in a thoroughly professional manner so as to uphold the good reputation of LINES

Are you?

- ✨ Creative
- 🚀 Energetic
- 🌈 Passionate
- 💛 Adaptable

Ready to join us?

Apply now and be a part of something extraordinary! ✨

catherine@lines.ac

Find out more...

www.lines.ac



[lines.education](https://www.instagram.com/lines.education)



[LINES Education](https://www.facebook.com/LINES.Education)



LINES
LEARN TODAY
LEAD TOMORROW

