



**Job Title:** Centre Manager – Seasonal Residential Programmes

**Location:** London & Cobham, United Kingdom

**Contract Type:** Fixed-Term, Seasonal (Summer and Group Programmes)

## About Us

We are an international school providing English language education and cultural enrichment to students from around the world. Our residential summer and group programmes combine high-quality teaching with a busy schedule of activities and excursions, giving students a safe, enjoyable, and transformative experience.

## Position Overview

The Centre Manager is the overall leader of the seasonal residential (or non-residential) programme, responsible for its smooth operation, safety, and success. You will oversee daily activities, lead a diverse team of academic, welfare, and activity staff, ensure compliance with safeguarding and health & safety regulations, and deliver an excellent student experience while meeting programme targets.

This is a highly responsible role, requiring strong leadership, problem-solving skills, and the ability to stay calm under pressure in a busy residential environment.

## Key Responsibilities

- **Leadership & Team Management:**
  - Lead, motivate, and support a multidisciplinary team including Academic Managers, Activity Leaders, House Parents, and support staff.
  - Deliver staff inductions and regular briefings to ensure clear communication and consistency.
  - Foster a positive, professional, and student-centred team culture.
- **Operational Management:**
  - Take responsibility for all aspects of the centre's daily operations, including timetabling, logistics, catering, accommodation, and welfare.
  - Ensure compliance with safeguarding, health & safety, and UK accreditation requirements (British Council, BAC, etc.).
  - Manage risk assessments, emergency procedures, and incident reporting.
- **Student Experience & Welfare:**
  - Act as the senior safeguarding lead on site (DSL training desirable).
  - Monitor student welfare and behaviour, addressing issues promptly and professionally.
  - Ensure all students have a safe, enjoyable, and enriching experience from arrival to departure.
- **Client & Stakeholder Liaison:**
  - Act as the primary point of contact for group leaders, agents, and visiting parents.
  - Maintain strong professional relationships and manage expectations effectively.
  - Ensure feedback is gathered and acted upon promptly.

- **Commercial & Quality Goals:**
  - Monitor centre budgets, staffing levels, and resource use to ensure financial efficiency.
  - Meet or exceed agreed KPIs including student satisfaction scores, attendance, and retention.
  - Produce end-of-programme reports with recommendations for future improvements.
- **On-Site Leadership Presence:**
  - Be visible and approachable to students and staff.
  - Participate in duty rotas, including evening and weekend cover.
  - Remain on-call to manage emergencies or incidents as required.

### **Qualifications & Experience**

- Proven leadership experience in residential summer schools, language schools, boarding schools, or youth programmes.
- Experience managing large, diverse teams in a fast-paced environment.
- Strong understanding of safeguarding, welfare, and health & safety requirements.
- Excellent organisational and problem-solving skills.
- Financial management experience (budgeting, cost control, resource allocation).
- Degree-level education or equivalent professional experience preferred.

### **Key Skills & Attributes**

- Results-driven leader with strong interpersonal and decision-making skills.
- Steadfast, professional, and solutions-focused in high-pressure situations.
- Effective communicator, able to work closely with staff, students, and external partners.
- Highly organised and proactive, with a keen eye for detail and operational efficiency.
- Flexible and willing to work outside standard hours during programme periods.

### **Working Conditions**

- Residential role: full-board accommodation and meals provided on-site.
- On-call responsibilities and unsociable hours are part of the rota.
- Contract duration: typically 4 - 8 weeks during summer (with potential for repeat seasonal employment).

### **Benefits**

- Leadership experience in a dynamic, multicultural environment.
- Full safeguarding and compliance training provided.
- Opportunity to make a real impact on student experiences and programme success.