

# Centre Manager

## Job Description 2023



**Job Title:** Centre Manager (CM)

**Line Manager:** Summer Centres Director

**Pay Rate:**

**CM1=** £750 Not worked for CH before but with related experience

**CM2=**£800 Not worked for CH before but with closely related managerial experience especially with summer centres/ Worked for CH before at smaller centre

**CM3=**£850 Worked with Churchill House previously at larger centre

+12.07% holiday pay. Salary is paid weekly in arrears and the final salary payment includes accrued holiday pay.

We also pay a completion bonus at the end of the contract. This is only paid to employees who complete their full contract.

**Returner Bonus:** Managers who worked for Churchill House previously will receive a £100 Returner Bonus, paid with their first payroll.

### Overview of the position

The Centre Manager is responsible to the Summer Centres Director for ensuring that the summer centre is set up and managed according to CHSC policies and procedures, and that we provide the high-quality service that our customers deserve. Centre Managers are directly responsible for student welfare provision at the centre and must put in place a rota to effectively manage supervision, in line with company policies.

This is a senior position that requires a high standard of professionalism and commitment.

### General Duties

- Setting up and managing the summer centre
- Line-managing the Director of Studies and Activity Manager, providing support as necessary. The Centre Manager should actively monitor the academic and activity programmes and ensure that the programmes operate to the high standards required by CHSC
- Representing the company professionally at a local level, implementing company policies/instructions and effectively/accurately communicating them to staff, customers and the venue as necessary
- Ensuring that all CHSC HR policies are carried out fully, including:
  - Carrying out a full induction of centre staff, using the CHSC materials
  - Managing and supporting staff effectively
  - Completing identification checks and induction paperwork for all staff on arrival at induction
  - Giving accurate feedback to Head Office on all staff according to CHSC procedures, so that we can make future employment decisions and produce meaningful references for staff

- Managing the production of a staff rota and ensuring that the HR resources of the Centre are utilised in an equitable manner. The rota should provide adequate staff to supervise and manage centre activities at all times, in lines with CHSC policy

### **Customer Service**

- Ensuring that CHSC customers – Group Leaders and Students – receive good customer service from the point at which they arrive at the centre until the point at which they leave the country
- Centre Managers are the main point of contact for all customers on-site, both Group Leaders and individual students. Hold regular meetings to gain their feedback and take pro-active, positive action to address any issues that they may have.
- Report any customer complaints and escalate any unresolved issues to HO

### **Student Welfare**

- Centre Managers must promote a responsible attitude to student safeguarding, welfare and supervision amongst the staff and lead the centre team in implementing company policies on such matters
- Centre Managers will be the named Safeguarding officer ensuring the care, safety and wellbeing of the students at the centre, whilst maintaining school rules, policies and procedures
- Student welfare/behaviour
  - Ensuring that students are supervised at all times – implementing a rota involving all staff to cover all periods of the day
  - Line managing the Student Liaison Officers and other staff members working on supervision duties, ensuring that they are trained and supported
  - Ensuring that student behaviour is of the required standard and that non-accidental damage is kept to a minimum
  - Implementing the Safeguarding Policies – the Centre Manager is the centre Safeguarding Officer, full details in the Centre Manager’s Manual
  - Take steps to ensure the safety and welfare of all students and staff at all times
- Ensure the safety of all students and staff by implementing and managing CHSC policies on Health & Safety; acting as primary point of contact over H&S issues; fostering a positive attitude to H&S amongst all staff, group leaders and students, reporting H&S issues to Head Office as necessary
- Centre Managers will be expected to take a full part in leading supervision at the centre including a minimum three lights outs, three night duties and three meal duties a week

### **Specific Duties**

- Managing the local relationship with the venue - acting as primary contact with the host institution, the Centre Manager must develop a good working relationship and represent the company and its customers in all dealings with the venue, including:
  - Ensuring that satisfactory facilities are provided for the management of the course
  - Ensuring that service provided by the venue (e.g. catering, cleaning) are carried out to a satisfactory standard in accordance with the pre-arranged Service Agreement
  - Providing the venue with accurate and up-to-date information about the booking which may result in charges to CHSC (e.g. catering and bed numbers)
  - Ensuring that students and staff are accommodated in appropriate places

- Keeping accurate data with regard to student occupancy (bed lists, fire lists, catering lists etc.)
- Ensuring that all stipulated paperwork is submitted to Head office on or before the deadlines set
- Managing all financial issues at the centre:
  - Managing the centre petty cash, ensuring that expenditure is kept within guidelines laid down in the CM Manual and that transparent and accurate records of all expenditure are submitted to Head Office
  - Minimising extra costs to CHSC e.g. recovering the costs of damages, ensuring that meals/beds reported to the venue are accurate
- Establishing and maintaining effective communication between the Centre, the clients and Head Office
- Overseeing the management of all arrival/departure transfers of groups and individuals, working closely with the HO transfer team

### **Hours of Work**

Centre Managers receive one day off per week on average. The nature of the job requires CHSC Centre Managers to be flexible and willing to address situations whenever they arise. Hours can be unsocial and may include early/late starts and split shifts. Centre Managers must remain on call in their accommodation buildings at night-time except on their days off.

### **Travel Costs**

Churchill House accepts no responsibility for any travel costs incurred by staff to start/end their contract. Unless specifically directed to do otherwise by Head Office, for all management employment contracts start in Ramsgate (for management training) and end at their final designated centre.

### **Training**

It is a prerequisite of employment that all management staff attend the management training sessions in Ramsgate (Dates TBC). This training session includes their statutory induction. Accommodation will be provided. In addition, all management staff will receive a job-specific management manual, detailing their role and company procedures. Full details of the training sessions will be sent at a later date. All managers are required to read and understand their manual fully and implement the procedures contained within. One way travel direct travel will be provided between Ramsgate and the initial designated centre.

### **How to Apply**

To apply for this position please send a covering letter/email and CV to [recruitment@churchillhouse.co.uk](mailto:recruitment@churchillhouse.co.uk)

## Person Specification – Centre Manager

Criteria	Essential	Preferable
Personal Attributes	<ul style="list-style-type: none"> <li>• Professional attitude towards work</li> <li>• Good Communicator – able to discuss important issues clearly and professionally with customers/colleagues/venue staff, face-to-face or by phone</li> <li>• Problem solving</li> </ul>	
Attainments/ Competencies	<ul style="list-style-type: none"> <li>• Management ability</li> <li>• Ability to make decisions quickly and calmly</li> <li>• Able to organise their own work/time, and that of others</li> <li>• Basic administration skills</li> <li>• Ability to lead a team of people effectively</li> <li>• Ability to prioritise tasks during busy periods</li> <li>• Ability to speak clearly and coherently in English to large groups of people</li> <li>• Basic understanding of Microsoft Word and Excel</li> <li>• Ability to relay clear concise factual information</li> <li>• Ability to complete necessary admin/financial paperwork to company standards</li> </ul>	<ul style="list-style-type: none"> <li>• Good understanding of Microsoft Office programmes</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>• Good standard of education</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid</li> <li>• EFL teaching qualification</li> </ul>
Previous Experience	<ul style="list-style-type: none"> <li>• Experience of residential summer schools</li> <li>• Experience of working with children</li> </ul>	<ul style="list-style-type: none"> <li>• Previous Management Experience</li> </ul>
Physical Abilities	<ul style="list-style-type: none"> <li>• Ability to cope with working irregular hours (not 9 to 5)</li> <li>• Ability to work in different buildings in a widespread campus environment</li> </ul>	

**WE RESERVE THE RIGHT TO AMEND OR ADD TO THIS JOB DESCRIPTION IN RESPONSE TO COMPANY NEEDS**

## Safer Recruitment Statement

Churchill House is committed to providing a safe, secure environment for its students and expects all employees to have a positive attitude towards the care of students and play a full role in implementing all our Safeguarding policies. As part of our Safeguarding policy we operate a Safer Recruitment policy which aims to ensure that employees are suitable people to work with children and young adults before employing them in our organisation.

As part of our safer recruitment policy all applicants will be required to:

- Submit a full chronological CV. You will be required to explain any gaps in your employment history.
- All employees will be required to sign a Children Act declaration to state that they are not barred from working with minors. Providing false information on this form is a criminal offence under UK law.
- All employees will be expected to provide proof of identity and all relevant qualifications (originals only) – photocopies will be taken for our records.
- Overseas residents will be required to provide a recent certificate of good conduct (COGC) from the relevant local authority in their country of residence.
- Provide suitable references (see below)
- Undergo DBS checks (see below)

All offers of employment are subject to the successful completion of this process. Any failure of the employee to provide accurate and timely information could result in their contract being cancelled with immediate effect.

## Reference checks

All applicants will be asked to provide the contact details of suitable professional referees who have knowledge of your work and personal conduct. These referees should be your most recent employers, wherever possible, but we may also approach your other former employers. Personal references are not usually acceptable. All references will be taken up before employment and they will be asked specifically about your suitability to work with under 18 year olds.

New applicants to Churchill House will be asked to provide two referees. Returning staff, who worked for the company in summer during the last two years will be asked to provide one referee who must be able to give an up to date reference

## Background checks for overseas residents

All non-UK residents and non-UK nationals will be required to provide a recent Certificate of Good Conduct (COGC) from the relevant local authority in their country of residence/origin.

## DBS checks

**All employees are required to have a valid Enhanced DBS certificate, regardless of whether you are a UK resident or not.**

Employees who have subscribed to the DBS update service and can also provide us with the original DBS certificate for checking are not normally asked to undergo a new DBS check, provided that the certificate covers the contracted role. All other employees must undergo an Enhanced DBS check for which they will be asked to contribute 50% of the cost (£24.40), deducted from the first payroll.

Failure of the employee to complete the DBS application in good time could result in the immediate cancellation of the contract, though employees who have completed the application and are at the final stage of processing (awaiting final certificate issue) may be employed in a more restricted role with additional supervision until the certificate is issued. Continued employment under such arrangements is at the discretion of the Summer Centres Director and will be reviewed weekly.

DBS checks returned with adverse information (i.e. a criminal record) will be assessed according to our Safeguarding policy and a decision made by the Summer Centres Director as to whether the person can be employed. Should the person already be working for Churchill House they will be suspended without pay and asked to leave campus until the issue is investigated to the company's satisfaction.

### **Data Protection Statement**

All personal information gathered by Churchill House about applicants and employees will be handled in the strictest confidence and protected according to this policy.

All applicants will be asked to provide information that will allow us to make decisions about your employment. If, for whatever reason, you are not subsequently employed, all information relating to your application (including emails, forms and submitted documents) will be deleted completely by the end of the calendar year.

Churchill House will review and reduce employee data in HR systems at the end of each calendar year. If you are not subsequently re-employed your data (including emails, forms and submitted documents) will be reduced to that required to provide a suitable reference for a maximum of 5 years, though information relating to payroll and Safeguarding will be kept in line with UK legal requirements.