

CENTRE DIRECTOR

Multiple Centre Locations Across the UK

Ardmore

JOB OVERVIEW

The Centre Director is responsible for the overall running of the centre. They will lead the centre management team and manage the relationship with the host site to ensure our guests have the best possible experience. The CD will be responsible for the development of the management team on centre to ensure that all aspects of the centre are delivering high quality programme.

MAIN TASKS

The Centre Director will ensure the overall smooth running of Ardmore Language Schools courses and will maintain high standards of customer satisfaction. They will maintain an excellent and positive working relationship with the host school/college staff, group leaders and Ardmore staff. The Centre Director also acts as a link between the Academic, Pastoral and Activity Teams.

The Centre Director will lead, work closely with and professionally develop a centre management team to deliver an excellent and efficient programme. As part of this they will deliver inductions, observations and appraisals to the managers and wider team. They will be responsible for liaising with Head Office about student data, staff data, anticipated staff shortages, disciplinary procedures and serious incidents.

The Centre Director is responsible for opening, setting up and closure of the centre. As part of this, they are required to create clear and accurate displays of Ardmore information for staff and students.

The Centre Director will prioritise safeguarding at all times while ensuring that school rules are adhered to. They are responsible for student behaviour and for the security and safety of students, group leaders and staff at all times. The Centre Director will be business-minded when controlling, protecting and recording the centre's expenditure, cash flow and resources. They will also have responsibility for recording and sending payroll records to Head Office in a timely manner.

SAFEGUARDING RESPONSIBILITIES

- Where necessary share appropriate information with professionals and/or colleagues as may be required to keep everyone safe.
- Promote a positive culture of information sharing which leads to effective safeguarding processes being followed as per the company's Safeguarding Policy.
- Take responsibility on behalf of Ardmore for day to day safeguarding management as the Designated Safeguarding Lead, following the Ardmore safeguarding policy.

ESSENTIAL CRITERIA

- ✓ Ability to successfully lead, develop and manage a team of managers.
- ✓ Ability to liaise with Group Leaders with a customer service attitude.
- ✓ Ability to build a positive working relationship with host site.
- ✓ Professional business mindset.
- ✓ Able to work to and meet administrative deadlines.
- ✓ Strong organisational skills and proficient in Microsoft Excel.

DESIRABLE CRITERIA

- ✓ Previous summer school experience in a managerial position.
- ✓ Proven leadership skills/managerial qualification.
- ✓ Holds a First Aid Qualification.
- ✓ Holds valid Overseas Police Checks and/or DBS certificate.

Ardmore is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Background checks and an enhanced DBS will be required.

PERSONAL ATTRIBUTES

- ✓ High level of professional conduct.
- ✓ Natural leader.
- ✓ Strong communication skills.
- ✓ Approachable and sensitive to other cultures and diversity.
- ✓ Strong work ethic.
- ✓ Problem-solving attitude.
- ✓ Enthusiastic and motivational.

KEY FACTS

- ✓ Reports to Operations Director, Operations Manager, Recruitment Manager and Operations Executive.
- ✓ 4-8 week contract.
- ✓ 48 hours per week; some weeks you may be required to work in excess of 48 hours. You will therefore be asked to 'opt out' of the 48-hour Working Time Directive.
- ✓ Residential position which includes fullboard and accommodation.
- ✓ Evening and weekend work required.

A WEEK AS A CENTRE DIRECTOR

DAY	MORNING	AFTERNOON	EVENING
1	Prepare for Arrivals	Meet the Host Site Staff to Coordinate Ground Rules	Update Management Team with Changes
2	Meet and Greet GLs and Students	Ensure all Documentation is Complete	Update Head Office
3	Overview Day-to-Day Operations	Payroll and Expenses	Collect Feedback and Adjust Operations If Necessary
4	DAY OFF	DAY OFF	DAY OFF
5	Overview Day-to-Day Operations	Prepare Next Week's Arrivals	Staff Meeting
6	Ensure all Documentation is Complete	Assist HPC/HSA/DOS	Appraisals and CPD
7	Assist with Arrivals and Departures	Overview Day-to-Day Operations	Night Duties

ADDITIONAL INFORMATION

This job description summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the Head of Pastoral Care and the Centre Director.