



Centre Manager, ELC Chester Job Description

Reporting to:	Chief Executive Officer
Line management:	Academic Manager, Marketing and Student Services Manager, SCT Centre Manager, Accommodation & Welfare Officer, Social Activities Organiser, Groups Coordinator, Head Cleaner
Hours per week:	37.5
Last review:	August 2023

Job Description

1. Oversight of the academic team

With the Academic Manager, responsible for ensuring academic provision is delivered by the Chester team to a high standard in line with ELC polices and external oversight requirements.

- assisting and advising as requested on all matters concerning the academic management of the school
- working with the Academic Manager in the recruiting and assigning of teachers to the work available in the school, considering experience, specialisms and other criteria as appropriate
- carrying out lesson observations and appraisals with the Academic Management team
- ensuring academic delivery is delivered efficiently and to budget
- ensuring all staffing records are kept accurately and up to date in line with legal requirements

2. Oversight of the administration team

With the Marketing and Student Services Manager, responsible for ensuring accommodation, welfare, enrolments and student services are delivered by the Chester team to a high standard in line with ELC polices and external oversight requirements.

- recruiting, line managing and supporting the administration team and endeavouring to continually improve services through regular meetings and staff appraisals
- ensuring all staffing records are kept accurately and up to date in line with legal requirements
- assisting the Finance Officer with information on payroll where necessary
- ensuring ELC Chester is able to provide sufficient high-quality accommodation, staffing and social resources to fulfil market demands
- ensuring all enquiries, registrations and any complaints or problems are dealt with promptly & efficiently
- monitoring customer feedback and ensure that is attended to and acted upon.
- liaising with the CEO to produce an annual development plan for ELC Chester specifically and ELC generally, taking into account feedback, appraisals and directives from the CEO
- assisting the Finance Manager and CEO Executive with credit control

3. Sales, Marketing and Representation of ELC externally

With the Marketing and Student Services Manager, responsible for the promotion and marketing of the Chester centre specifically and ELC in general

- being a professional representative of ELC and fostering good relations with ETOS, potential clients and other industry professionals
- providing support and answers to the admin team for non-standard enquiries
- working with the Groups coordinator to recruit non-standard or closed group courses, both for groups and individuals from enquiry to quotation, registration and delivery

- working with the Groups Coordinator to provide course reports for closed groups courses to ensure feedback from students, ETOs and group leaders is taken into account for any future courses
- maintaining good relations with existing ETO network and client base
- recruit new ETOs through overseas promotional visits, trade fairs and workshops
- providing support to the CEO to enable the production of marketing materials
- representing ELC Chester at English UK North events, and ELC in other organisations as required.

4. Oversight Premises

Responsible in liaison with the Chief Executive for the maintenance and improvement of school facilities and buildings,

- ensuring that all facilities are functioning, attractive and in good order
- ensuring that all buildings are well maintained, attractive and do not present any risk to the health and safety of students or staff
- dealing with external contractors for specific works (eg getting quotes, monitoring works)
- ensuring that the premises are kept to an appropriately clean standard
- ensuring that drink supplies for students and staff are ordered in a timely manner
- ensuring adequate First Aid trained staff are in place on the school premises
- ensuring accurate records are taken of any incidents or accidents regarding the safety of students; liaising with colleagues on the annual risk assessment of the premises.
- ensuring that other activities such as off-site excursions or special events on the school premises take into account H&S requirements in line with ELC policies and legal compliance
- liaising with external premises providers to ensure premises are available as required for delivery of seasonal courses

5. Student Safeguarding, Welfare & Safety

Jointly with the Accommodation and Welfare Officer, Designated Safeguarding Lead for ELC Chester with overall responsibility for the safety and well-being of all students but especially those aged under 18 or deemed to be vulnerable.

- ensuring that the ELC Safeguarding Policy and Procedure is up to date and in line with current guidelines and law
- ensuring all staff and hosts receive adequate and regular Safeguarding and Prevent training in line with ELC policies
- ensuring all staff and hosts are recruited using safe recruitment practices in line with ELC policies
- providing risk assessments and agree special procedures for all potential risks to under 18 and vulnerable students
- providing support to the Academic Manager on safeguarding issues
- Emergency lead in the case of a critical incident, responsible for coordinating the SEMT, ensuring Emergency Plan is up-to-date and in line with current guidelines; training staff on call weekend duty outside summer as part of a rota

6. ELC Senior Management team

Member of the overall management team (SMT) of The English Language Centre

- contributing to the overall development of ELC
- attending regular SMT meetings
- taking delegated responsibility for developing key policies applicable to ELC as a whole

- leading on coordination of academic matters across the ELC schools
- representing ELC at external events, workshops and conferences locally and internationally
- maintaining accreditation at a high level for the Chester school

Under 18's and Vulnerable Adults

Appointments are subject to the current legislation covering vetting arrangements for adults. You are required to comply with the company's relevant procedure.

Company policies can be found here: <https://www.elc-schools.com/policies>

ELC Ethos

Our aim is to provide excellent teaching and services in a caring and friendly environment so that every student can derive the maximum benefit from their stay. For more information about ELC, the charity, mission, goals and values see www.elc-schools.com/about/elc-mission

PH/NP August 2023

Person Specification

Centre Manager, ELC Chester, August 2023

No	Requirement	Essential or desirable	Selection method*
Experience			
1	Senior management experience in a commercial English language school environment, and management of a team	Essential	A
2	Experience of overseas travel for business purposes and/or marketing/business experience	Desirable	A
3	Experience of using IT and higher-level numeracy skills to solve problems	Essential	A
4	Experience of using Class by Infospeed	Desirable	A/I
5	Experience of leading on safeguarding in a school environment	Desirable	A/!
Education/Training/Qualifications			
6	A degree level qualification (e.g. BA/BSc)	Essential	A
6	A teaching qualification that would confer TEFLQ status (eg DELTA, PGCE Modern Language + CELTA, Masters degree in ELT)	Essential	A/I
8	Qualified to at least level 2 in Safeguarding in a school environment	Desirable	A
Skills			
9	Demonstrable native speaker competence in written and spoken English, and right to work in the UK	Essential	A/I
10	Outstanding communication skills	Essential	I
11	High level numeracy skills	Essential	A/I
12	Very good IT skills, especially with Microsoft Office (Word, Excel, Powerpoint etc)	Essential	A/I
Qualities			
13	A good team player, able to work effectively with people across a wide range of levels and responsibilities	Essential	A/I
14	Able to communicate concisely with clients and colleagues. Excellent people and social skills	Essential	A/I

15	Able to speak another language of a target market to a useable standard.	Desirable	A/I
16	Ability to work under pressure and flexibly when required to.	Essential	A/I
17	Ability to manage time effectively, work under pressure, delegate and prioritise	Essential	A/I
18	Well-organised, methodical approach to work	Essential	A/I
19	Enthusiastic, positive and well-motivated with a good understanding of how to present oneself to potential customers, and a clear commitment to continuous improvement	Essential	A/I
20	Approachable, friendly and caring	Essential	A/I
21	Committed to equality and diversity	Essential	A/I

* A = application form I = interview T = interview task