

Discovery Summer runs a range of innovative high quality residential summer courses for young learners/teenagers in top independent schools around the UK as well as 'day' courses for adults, teenagers and young learners in Kensington. Our students enjoy learning skills through a range of language activities in English. On our residential courses English children take part in both lessons and activities.

In our 2014 British Council inspection we were awarded 13 strengths out of a possible 15. Discovery Summer is currently ranked as the top multi-centre summer school in the UK.

.....
Please read "**Information for Applicants – Residential Courses 2017**" available to download from www.discoverysummer.co.uk/employment.php for details of course dates, salary and application procedure
.....

Job Overview

You are responsible for managing and leading the Discovery Summer course effectively and for the safety and well-being of all course participants (students, English Student Hosts, staff, Group Leaders and Discovery Summer visitors). You are the head of the Senior Management Team at the course centre.

.....

Person Specification

Essential

- Degree, higher qualification or equivalent
- Flexibility and ability to oversee a busy centre with energy and enthusiasm
- Proven organisational, administrative, IT and record keeping skills
- Proven management and team leadership experience
- Ability to train, guide and support members of the senior management team
- Ability to manage course finances competently
- Experience of working on a similar residential course
- Experience of working with young learners/teens

Desirable

- Experience of working with international students
- EFL teaching experience
- First Aid Qualification (Discovery Summer will pay for a 1 day first aid course if necessary)
- Full driving licence and own car and willingness to use for business purposes
(Business insurance and mileage will be covered by Discovery Summer)

Reporting to

Managing Director

Dress code

Smart clothes (i.e. No casual jeans, T-shirts or shorts) to be worn

Working Hours

- Working hours at the centre will be long and the work will be intense
- You will have one 24 hour period off per week plus some occasional time off during working days, dependent on what is happening at the centre
- The welfare of all course participants must be the first priority, even during time off, and therefore the Course Director must always be available via mobile phone to respond to any situations as required

- You will be asked to sign a waiver regarding the 48 hour working week.

Staff responsibilities

- Act as line manager for the senior management team (SMT): Director of Studies (DoS), Social Director (SD), Administrator (Admin), Welfare Officer (exact roles vary centre by centre). Ensure SMT works closely together at all times
- Manage through the SMT or, where appropriate manage directly, all other Discovery Summer (DS) staff at your centre.

Pre-course Duties (before arrival at centre)

- Read all Staff Handbooks, job descriptions, checklists and DS publicity materials (brochure, website, blogs)
- Ensure you understand the detail of the Director of Studies, Social Director and Administrator roles
- Attend the Senior Staff training weekend (7-9 April 2017)
- If unfamiliar with the centre, Head Office (HO) will arrange a visit including meeting key centre staff
- Familiarise yourself with the Discovery Summer Cloud and Portal so that you can guide staff to use them effectively (training will be provided, normally on the mock Portal)
- Contact all staff members for your centre, introducing yourself and setting expectations
- Contact other members of senior team and, in conjunction with HO, plan fine details of the course
- Advise Head Office of any additional stock, and/or facilities or other requirements in sufficient 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
- Prepare rooming list and week one rotas in conjunction with Head Office
- Liaise with the Social Director and Director of Studies regarding the social programme, particularly excursions/study visits, social & academic crossover and themed weeks (where applicable)
- Prepare staff induction and centre preparation schedule in conjunction with Head Office

Pre-course (at course centre)

- Meet centre staff; do official handover, including damage check and risk assessments
- Make all arriving staff feel welcome and quickly integrated. Deliver sections of the staff induction and manage staff team-building
- Ensure centre and staff are properly prepared before the start of course, including detailed arrival day timetable

General Duties

- Provide leadership for all Discovery Summer course participants (students, English Student Hosts, staff, Group Leaders) at the centre
- Set the appropriate tone for all course participants
- Ensure the programme at the centre is delivered according to the Discovery Summer 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
- Maintain good relations with the host centre staff and ensure the facilities are properly looked after by all course participants
- Liaise on a daily basis with Head Office
- Communicate effectively with all course participants
- Ensure accurate and thorough administration is happening throughout the centre
- In conjunction with HO, decide on effective systems for managing the ordering and distribution of stock
- Be responsible for safeguarding and promoting the welfare of students, including disciplinary matters
- Be sufficiently flexible to deal with unexpected situations.

Centre Management

- Take overall responsibility for what happens on the Discovery Summer course at the centre
- Maintain the good reputation of Discovery Summer
- Hold daily meetings, providing agendas and minutes as follows: centre liaison staff, senior staff, whole staff, students, any group leaders, house parents. Hold additional group or individual meetings according to need
- Ensure staff rotas are such that students are always adequately supervised 24 hours per day. Staff contracts are never to be changed without first consulting with Head Office
- Take overall responsibility for English Student Hosts. Ensure they are being effectively managed and looked after by appointed Student Host Team Leaders (SHTL). If SHTL has not been appointed, you should appoint one and inform HO
- Maintain good relations with all external services. If any problems occur, written records of events must be kept and HO informed
- In conjunction with HO, ensure parents (via Agents, if appropriate) are contacted in case of student disciplinary issues, homesickness, illness
- Ensure that no changes to pre paid options are made without first discussing with HO
- Decide, with HO, who will take over job responsibilities on your day off and ensure DS and host centre staff know
- Undertake some wake up/meal time/bed time duties as required.

Customer Care

- Welcome students and English Student Hosts (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, have set meeting times and are involved in the programme
- Maintain excellent customer care for all parties

The 'Face' of Discovery Summer

- Ensure that the 'face' of Discovery Summer is upheld at all times
- Ensure the blog is regularly updated, that it contains a balance of entries and that at all times it reflects the high standards of Discovery Summer

Safeguarding & Welfare

- Ensure the safeguarding and welfare of all course participants at all times, responding sensitively to pastoral matters
- 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, particularly noting any open/unlocked exits in houses or around campus; 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 all students receive a full induction
- Ensure all 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. If necessary involve HO.

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 with input from SD and DoS
- Manage staff even-handedly. Support senior team to promptly resolve any departmental staff issues. Together with HO, resolve any major issues

- Ensure that the staff appraisal system is carried out as per guidelines in Staff Handbook.

Administration

- Take overall responsibility for course administration; much of which is dealt with by the Administrator
- Prepare weekly rooming lists or delegate to Administrator if appropriate
- Plan details of all student arrival/departure days (airport transfers in conjunction with HO)
- Review daily log of all incidents and ensure details of most important incidents and action points are sent to HO each evening
- Ensure information for host centre is given to them by required time/date.

Quality Control

- Monitor all areas of course daily, e.g. facilities, delivery of programme and safe-guarding/welfare. Act to improve standards where required
- Review and agree weekly Social Programmes with SD and English Workshop programme with DoS ensuring there is variety and programmes are meeting the varying needs of different students
- Collect informal and formal feedback from all course participants, respond accordingly and record any action taken.

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 staff receive a final appraisal on the Portal which is signed off and submitted
- Ensure all course records are complete and submitted to Head Office
- Write an end of course report within 5 days of the course-end.

All Discovery Summer Staff must:

- Commit to safeguarding and promoting the welfare of all course participants (students, English student hosts, staff, group leaders and Discovery Summer visitors) at all times
- Provide the best possible language learning, social and cultural experience for the students
- Provide a high-level of customer care to students and all those associated with them
- Work cooperatively with both Discovery Summer colleagues and host centre staff
- Follow the guidelines in the Staff Handbooks regarding the standards expected in your job and how to deliver them
- Maintain confidentiality (in accordance with Discovery Summer's Data Protection Policy)
- Provide full and proper planning and recording documents 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 and uphold the good reputation of Discovery Summer

Discovery Summer's policy regarding alcohol, smoking and substance abuse

You are working with children. Consuming alcohol and substance abuse are not permitted at any time on campus or during working hours. Smokers may only smoke in designated areas when off duty. Staff must be fit to supervise students at all times. Failure to abide by these rules will be treated as a serious disciplinary matter and could lead to immediate dismissal.