

**Residential Course Director, 2019**

In our [2018 British Council inspection](#) report we were awarded 14 strengths out of a possible 15.

**Job Overview**

You will be head of the senior management team on the course. This is a role that requires a high standard of professionalism and commitment.

You are responsible for managing and leading the 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 will work closely with Head Office to ensure the programme is successful, ensuring the needs of all parties are met and, wherever possible, exceeded.

**Person Specification**

<b>Role Title</b>	Course Director		
<b>Reporting to</b>	Head Office		
<b>Dress Code</b>	Smart clothes (i.e. No casual jeans, T-shirts, shorts or open sandals)		
	<b>Essential</b>	<b>Desirable</b>	<b>Method of assessment</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Degree or equivalent qualification</li> </ul>	<ul style="list-style-type: none"> <li>Applicants holding a CELTA or DELTA are particularly welcome</li> <li>First Aid qualification (<i>Discovery Summer will pay for a 1 day First Aid course if necessary</i>)</li> </ul>	<ul style="list-style-type: none"> <li>Proof of qualifications</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Demonstrable experience in leading, managing and motivating a diverse staff</li> <li>Ability to effectively oversee the many different areas of a busy summer school</li> <li>Previous experience of working with children/teenagers in a residential setting</li> <li>Recent experience working with international students</li> <li>Demonstrable inter-personal and customer care skills</li> <li>Proven experience managing systems e.g. course finances</li> <li>Committed to safeguarding and promoting the welfare of all course participants at all times</li> </ul>	<ul style="list-style-type: none"> <li>Previous employment with Discovery Summer</li> <li>Full driving licence and own car and willingness to use for business purposes (<i>Business insurance and mileage will be covered by Discovery Summer</i>)</li> <li>Experience in performance management and in supporting professional development of all staff</li> <li>Evidence of recent professional development</li> <li>EFL teaching experience</li> </ul>	<ul style="list-style-type: none"> <li>Application form and CV</li> <li>Interview</li> <li>Professional references</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>Outstanding oral and written communication skills</li> <li>High level of competence in ICT</li> <li>Demonstrable ability to anticipate, recognise and resolve problems while maintaining a calm and positive manner</li> <li>Ability to establish good discipline where all course participants feel motivated and valued</li> </ul>	<ul style="list-style-type: none"> <li>A strong awareness of Health and Safety</li> <li>Ability to ensure students develop new skills and have maximum exposure to British culture</li> </ul>	<ul style="list-style-type: none"> <li>Application form and CV</li> <li>Interview</li> <li>Professional references</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to perform well in a fast-paced, pressured environment</li> <li>• Proven organisational, administrative, IT and record keeping skills</li> <li>• Good eye for detail and enjoys working to exacting standards</li> <li>• Culturally aware and genuinely enjoys working with children and teenagers</li> </ul>		
<b>Personal attitudes and qualities</b>	<ul style="list-style-type: none"> <li>• Energetic, creative, resourceful, flexible and able to oversee a busy centre with enthusiasm</li> <li>• Commitment to professional growth and receptive to feedback</li> <li>• Has high aspirations and the ability to promote and deliver the values, culture and ethos of Discovery Summer</li> <li>• Energetic, creative, positive and enjoys working in a fast-paced environment</li> </ul>		<ul style="list-style-type: none"> <li>• Application form and CV</li> <li>• Interview</li> <li>• Professional references</li> </ul>

### Course Dates

Course Centre	Staff Induction <i>(Senior staff start at least 2 days earlier)</i>	Course Dates	Contract Length + pre-course induction	Age Range
<b>Radley College</b> Oxfordshire	Monday 8 July Tuesday 9 July	Wednesday 10 July – Wednesday 14 Aug	1, 2, 3, 4 or 5 weeks	11-14 or 14-17 years
<b>Shrewsbury School</b> Shropshire	Monday 1 July Tuesday 2 July	Wednesday 3 July – Wednesday 31 July	3 or 4 weeks	11-16 years
<b>ACS Cobham</b> Surrey	Wednesday 26 June Friday 28 June	Saturday 29 June – Saturday 27 July	2 or 4 weeks	12-16 years
<b>Woldingham School</b> Surrey	Monday 8 July Tuesday 9 July	Wednesday 10 July – Wednesday 7 August	2 or 4 weeks	8-13 years
<b>Marymount International School</b> Kingston-upon-Thames	Thursday 27 June Friday 28 June	Saturday 29 June – Saturday 3 August	3, 4 or 5 weeks	8-13 years
<b>Winchester College</b> Hampshire	Saturday 13 July Sunday 14 July	Monday 15 July – Monday 5 August	2 or 3 weeks	14-17 years

### Working Hours

- You will work a six-day week
- Our programmes are action packed - 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. 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.

### Salary and benefits

- Salary of up to **£779 gross per week**
- Statutory holiday pay of up to **£94 per week** (calculated at 12.07% of gross salary)
- One off payment of **£425 for pre-course work** (usually done in June)
- Guaranteed end of contract completion bonus **£205 per week** + discretionary performance bonus
- Set up and induction (usually 3-4 days) paid pro-rata
- Full board accommodation is provided - worth **£52.85 per week**
- Relevant training e.g. First Aid

### 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 DoS, SD and Administrator roles.
- Attend the Senior Staff training weekend (12-14 April 2019)
- 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 course, introducing yourself and setting clear expectations
- In conjunction with rest of SMT, 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
- In conjunction with Head Office prepare rooming list, week one rotas and induction materials
- Prepare staff induction and centre preparation schedule in conjunction with Head Office.

### Pre-course (at course centre)

- Meet centre staff to organise official handover, including damage check and risk assessments
- Make all arriving staff feel welcome and quickly integrated and set an appropriate and professional tone for all course participants.
- Deliver sections of the staff induction and manage staff team-building
- Ensure centre and staff are properly prepared before the start of the 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
- Ensure the programme at the centre is delivered according to the Discovery Summer (DS) 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.
- In collaboration with the Managing Director, manage disciplinary and grievance procedures
- 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 and complete a daily log detailing the events of the day
- Communicate effectively with all course participants
- Maintain excellent relations with the host centre staff, ensuring facilities are properly looked after by all course participants
- Ensure accurate and thorough administration e.g. course finances, bed nights, stock ordering
- Be responsible for safeguarding and promoting the welfare of students, including disciplinary matters

- Be sufficiently flexible to deal with unexpected situations, contacting HO where necessary

### **Centre Management**

- Take overall responsibility for the successful running of the course
- 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 properly managed and looked after by the House Parents. Liaise frequently with Leo about any behavioural problems.
- Maintain good relations with all external services. If any problems occur, written records of events must be kept and HO informed
- After consulting HO to clarify best means of communication, ensure parents (via representatives, if appropriate) are contacted in case of student disciplinary issues, homesickness, illness and changes to any pre-paid options (Trinity Exam/Special Sports Options). Involve group leaders where appropriate
- Decide, with HO, who will take over job responsibilities on your day off and inform DS and host centre
- 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 and involved in the programme
- Welcome visiting representatives and parents warmly and professionally

### **Safeguarding & Welfare**

- Act as Designated Safeguarding Person and ensure the safeguarding and welfare of all course participants at all times
- 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 students receive a full induction
- Ensure 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. Involve HO whenever necessary

### **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 effectively, consistently, accurately and on time.

### **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
- In conjunction with SMT, plan details of all student arrival/departure days
- Review daily log of all incidents and ensure details of most important incidents and action points are sent through to Head Office each evening
- Ensure that the blog is regularly and appropriately updated with a balance of academic and social material and is reflective of the high standards of Discovery Summer
- 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 Workshops with DoS
- Collect informal and formal feedback from all course participants, respond accordingly and record any action taken
- Assist the DS consultant with the Quality Control visit to your centre

#### **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
- Be prepared to respond to any further queries from HO post course.

#### **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 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)
- Complete all documentation as required
- Carry out directions from Head Office and comply with all legal and professional organisation requirements
- Present themselves well; being of smart appearance, appropriate to the role and using appropriate language
- Act in a thoroughly professional manner so as to 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.

Last updated: 19/11/2018