

Course Director/Centre Manager, 2010

You are responsible for the safety and well-being of students, students hosts and staff at your centre. You should ensure that all members of your staff team are encouraged to give 100% of their energy and talents to giving the student the best possible language learning, social and cultural experience on their Discovery Summer course.

Reporting to

1. The Managing Director.

Duties

Management

- Act as line manager for the Director of Studies (DOS), Social Director (SD), Administrator and House Parents (HP).

Pre-course

- Read the Senior Staff Handbook and raise any queries you have with Head Office.
- Attend the Course Directors' training weekend (if applicable)
- Contact other members of the senior staff team and plan the course. This may involve a few days' preparatory work.
- Contact members of staff in advance. Get to know them and discuss plans and ideas for the course.
- Prepare for (and lead) parts of the staff induction.
- Ensure you are familiar with staff job descriptions and contracts.
- Organise rooming of staff and students, ensuring that any special requests are met, that nationalities are mixed and that students are comfortable and well supervised.
- Prepare the staff rota in conjunction with HO.
- If unfamiliar with the the course centre, we'll arrange for you to visit the centre to familiarise yourself with the centre, centre guidelines and surrounding environment

On-course

Exploit every opportunity for students to learn and practise their English. Involve English Student Hosts and ensure nationality groups mix as much as possible.

- Follow course centre guidelines as outlined in the Senior Staff Handbook, British Council Accreditation Handbook and as explained by Head Office (HO).
- Take overall responsibility for – and set the standard and tone of – the course. This includes monitoring all aspects of the course, including academic/social programmes and any special options.
- Personally welcome each student and any external visitor to the course centre and ensure they are well looked after.
- Liaise with course centre staff on a daily basis.
- Liaise with Head Office on a daily basis.
- Ensure daily log of all incidents, however minor, together with action points is recorded in Incident Book/Daily Log and important happenings are selected and sent by email to HO every evening.
- Ensure important information is conveyed to students and staff accurately and regularly.

- Lead the daily staff meeting and the daily student meeting.
- Meet with Group Leaders (either individually or collectively) on a daily basis, ensuring you listen to their requests and trying to make sure they are involved as much as possible.
- Collect informal feedback, especially from students and Group Leaders, and respond accordingly. Record the feedback and any action taken.
- Ensure students/staff/Group Leaders and Student Hosts complete an on-line First Impressions and End of Course Questionnaire. Discuss the results of these with the senior team and HO and take and record appropriate action.
- Deal with any disciplinary issues with staff and students in conjunction with HO.
- Be responsible for course administration and course finances. This includes accurate record keeping concerning students, staff, student hosts, course centre facilities and any special options.
- Be responsible for the safekeeping of students' pocket money, damage deposits, valuables, passports, tickets, medication, etc.
- Ensure that the Administrator holds regular pocket money sessions and ensure that all cash and valuables are secure.
- Manage, in conjunction with HO, the students' arrivals and departures. This includes briefing all members of staff who are on airport duty.
- Monitor the supply of external services to ensure they are of a high standard.
- Ensure the welfare of students and staff at all times, responding sensitively to any pastoral matters.
- Take all necessary steps to minimise risk carrying out Risk Assessments as outlined in the Senior Staff Handbook.
- Sleep in a room in close proximity to students.
- Prepare and pack up the course centre as required.
- Conduct staff appraisals.
- Maintain the good reputation of Discovery Summer.

Post-course

- Write an end of course report within 10 days of the course end and be prepared to answer any further queries that may arise.

Working hours

You will receive one full day off each week subject to the successful running of the course. You should be confident that whoever is deputising for you (the Operations Manager, Director of Studies or Social Director) is fully briefed and able to cope with an emergency in our absence.

You must expect to work hard. The working day is often a long one. Regardless of whether you are on or off duty you will be expected to put the welfare of students and staff first.

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

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

Our campuses are strictly non-smoking. Staff may never smoke in front of students.

Consumption of alcohol and/or abuse of substances at the course centre are not permitted at any time. Whilst you may consume alcohol whilst off-duty and not at the course centre, you must be fit to supervise students upon your return.

Failure to abide by these rules will be treated as a serious disciplinary matter and could lead to immediate dismissal.

We rely on you as a vital member of the team.

We all depend on each other for the success of the course.

**Our aim is for students and staff to have a safe, memorable and happy experience
with Discovery Summer.**