



**Centre Director 2024  
(Residential)  
JOB DESCRIPTION**

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## ABOUT STAFFORD HOUSE

Stafford House has over 70 years' experience in providing international students with great English language study experiences in the UK. Our mission is to educate, inspire and help our students enjoy our locations, empowering them with confidence to realise their personal potential. Stafford House comprises 2 brands, Stafford House International and Stafford House Study Holidays.

Stafford House Study Holidays offers study experiences in the summer in a variety of locations, including our CATS Global Schools locations globally and partner summer venues at prestigious boarding schools and universities. We also offer a variety of non-ELT summer programmes studying Arts, Sciences and Business.

Stafford House International has 3 year-round locations in Cambridge, Canterbury, and London. These schools benefit from being co-located with other schools in CATS Global Schools allowing us to deliver a high-quality service to students and staff. We deliver our signature Professional Certificate courses and Business English programmes in London and IELTS preparation in all three locations and our General English programme is enhanced by our module courses in the afternoons in all three locations. All three schools deliver programmes from groups booked through Study Holidays throughout the year.

We offer a true experience for our students, and it takes dedicated and special employees to help deliver that. Our 'Lions' are part of the Stafford House family from the start as we quickly integrate people into the team and look to build individuals skills to allow them to truly excel in their role and push on to greater things. Once a lion, always a lion!

## Centre Director

- Overall management of the centre to ensure the smooth running of a high-quality programme is delivered, following our guidelines closely, establishing procedures and solving problems quickly and efficiently.
- Monitoring of all aspects of the programme
- Coordination of the academic and activities programmes and ensuring that they are linked.
- Oversee the Centre Management Team to ensure effective management of all staff.
- Maintain a professional working relationship with staff, clients and venue staff.
- Safety and welfare of all students- the Centre Director is the Designated Safeguarding person for the centre.
- Quality control and customer satisfaction

Reports to:	Head Office
Contract:	Temporary, fixed term
Hours:	Up to 60 hours over 6 days per week

*Salary Scale: (Bands are decided by the size and complexity of the centre)*

Band 1 Centre Director - £861.56 per week + holiday entitlement\*

Band 2 Centre Director - £826.18 per week + holiday entitlement\*

Emergency Phone Payments – up to £40 per week\* (*£20 per night payments for emergency phone cover – anticipated twice per week*)

Loyalty Payments - £20 - 43 per week\*

*\*paid at the end of your contract*

## YOUR PROFILE AND RESPONSIBILITIES

*In selected larger centres, where there is a Welfare and Accommodation Manager, you would delegate some of these tasks.*

1. To have read and understood the CD manual, welfare manual and staff handbook, and be fully conversant with our policies for the welfare and protection of children. At all times whilst on duty, staff are responsible for the care, welfare and safety of students whilst ensuring they are following school rules.
2. Ensure that the organisation of the centre, courses and welfare of staff and students comply with the British Council and English UK guidelines (documents available on site).
3. To take full responsibility at the centre as the Designated Safeguarding Person and set up a culture of communication and observation to help prevent any maltreatment of children and young people whilst in our care. You must be fully aware of our Safeguarding Policy and understand and be able to implement an appropriate response to any signs or disclosure of abuse. You will refer such signs or allegations immediately to the Designated Safeguarding Lead Team at Head Office
4. Be aware of everything that is happening at the centre and keep communication channels to Head Office open.
5. Establish and maintain clear lines of management and effective procedures, and work closely with the Centre Management Team to achieve this.
6. Lead and participate in the Staff Induction Day, usually one or two days prior to the students' arrival.
7. Manage the provision of good customer service according to customer needs.

8. Create a positive team atmosphere and motivate the staff effectively.
9. Establish and maintain open communication between the centre, clients, and Head Office. Represent Stafford House positively in all conversations with clients, staff, and the host centre.
10. Control expenditure, keep within budget, and withdraw cash floats from the bank following specific procedures and maintain accurate accounts. Responsible for company debit card and associated app.
11. Teach when necessary e.g. teacher absence/low student numbers (qualified staff only).
12. Close the centre, pack and return all SHSH stock and unspent centre monies according to guidelines.
13. Write a weekly report to Head Office.
14. Finalise the accounts and write an end of centre report to be submitted to HO within five days after the closing of the centre.
15. Ensure that all Stafford House Health & Safety policies are implemented and monitored.
16. Manage staff effectively to ensure that:
  - The centre office is functioning and secure at all times.
  - Accurate data on students and staff is maintained according to the CD manual.
  - All documentation is checked, centre administration is carried out correctly, and that completed paperwork is submitted to Head Office on time.
  - The state of premises, equipment and resources is monitored throughout the course.
  - The teaching and activity programmes are successfully integrated.
  - High levels of performance are maintained.
17. Accommodation and Welfare:
  - To take full responsibility as the on-site Designated Safeguarding Person and set up a culture of communication and observation, to help prevent any maltreatment of children and young people in our care. You must be fully aware of our Safeguarding Policy and be able to implement an appropriate response to any signs or disclosure of abuse. You will refer such signs or allegations immediately to the Designated Safeguarding Lead Team at Head Office
  - Carry out night time duties on a rota basis (10 pm to 1 am) when necessary
  - Allocate and monitor all residential accommodation with the assistance of the Welfare and Accommodation Manager (if applicable) and Student Welfare Officers, and ensure that sufficient members of staff are allocated in each house to maintain a rota of student supervision.
  - Delegate, supervise and monitor the WAM (if applicable) and all Student Welfare Officers according to the duties outlined in the supervision manual. Ensure SWOs maintain a record of their working hours, review and sign off each week.
  - Liaise fully with Student Welfare Officers, Group Leaders, the Family Organiser, the site representative, all relevant departments at the Venue, and the Reservations Manager at Head Office.
  - Monitor all non-residential students and check that their transport is operating effectively.
  - Be up to date on all welfare information given to host families and English UK welfare guidelines, especially for juniors.
  - Oversee the implementation of all airport/rail/bus transfers for students and staff.
18. Additional duties as required
19. Attendance at the Management Training Weekend is mandatory (usually mid-June in Canterbury).

## ABOUT YOU

### Essential

- Level of spoken and written English equivalent to CEF level C1/CAE/IELTS 7.0
- Previous management experience
- Effective management skills
- Proven competence in leadership
- Proven competence in administration
- Computer literate
- Ability to adapt quickly to change
- Good problem solving skills
- Experience in controlling budgets
- Effective communicator
- Enjoy working with children and teenagers from different cultures
- Able to address large groups of young people
- Enthusiasm
- Professional appearance

### Desirable

- Educated to degree level
- Current First Aid certificate\*
- Experience of working with children
- Previous CD experience

- Experience of summer school
- Previous residential experience

## COMMITMENT TO INCLUSION AND DIVERSITY

We are committed to diversity, inclusion and belonging. Building on our core values – Pioneering, Persevering, People – we pledge to deliver a series of events, guest speakers and focus groups to make CATS Global Schools an employer of choice for all.

## ABOUT CATS GLOBAL SCHOOLS

CGS is a leading provider of pre-university academic courses and English language courses in the UK. We provide programmes including A Level, IB and University Foundation, as well as English Language Study, to a growing number of international students seeking to win places at UK universities.

We operate a number of different educational brands: CATS Colleges in Cambridge, Worthgate School, Canterbury and Guildhouse School, London; CATS Academy in Boston; CATS China; Bournemouth Collegiate School, Bosworth Independent College and St Michael's School, Llanelli; Cambridge School of Visual and Performing Arts (CSVPA) and Stafford House English language schools and Study Holidays. We benefit from being part of a global team focused on teaching and learning.

## AND FINALLY

CATS Global Schools are committed to safeguarding and promoting the welfare of our students and expect everyone connected with the organisation to share this commitment. All positions are subject to the satisfactory completion of safer recruitment pre-employment checks in line with KCSIE guidelines. All shortlisted candidates will be required to complete a criminal declaration form prior to interview and be subject to online checks which may include social media checks in addition to an enhanced DBS check (DBS process paid for by CATS Global Schools), references and if applicable, an overseas police check.