



English Path Head Office
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JOB DESCRIPTION

JOB TITLE: Centre Manager

REPORTS TO TITLE: Head of Operations UK & Ireland

BUSINESS FUNCTION/ SUB-FUNCTION: Student Services, Facilities, Sales, Marketing, Human Resources, Finance and IT

LOCATION: Manchester, United Kingdom

ABOUT ENGLISH PATH:

English Path is a rapidly growing, global English language school and pathway provider that empowers students of all ages through language learning and cultural experiences. English Path has expanded significantly since its foundation, establishing modern campuses, and professional learning environments in the UK, Europe, North America, and the Middle East.

We provide a diverse range of courses, including General English, Academic and Exam preparation, and Professional Certificate programmes. Our curriculum is designed to not only encourage students to enhance their language skills, but also facilitates immersion into the local culture through themes which connects the classroom to social activities which take place after classes and are a key part of our offer.

We also offer additional ancillary services such as high-quality accommodation, student insurance and transfers. By joining English Path, you will be immersed in a talented, passionate, and dynamic group of professionals who are focused on one clear vision; to transform lives through education. Find out more about us here: www.englishpath.com.

MISSION:

To create the world's most accessible and innovative English language school that changes lives through education that makes a fundamental difference to living standards

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ROLE PURPOSE:

The role of Centre Manager is to embody our values take ownership of their school, creating an environment where students will have the experience of a lifetime whilst they are studying with us. The Centre Manager will be a multi-talented, flexible and adaptable all-rounder who is able to manage all aspects of Student Services, Facilities, Sales, Marketing, Human Resources, Finance and IT at their school (with support from Head Office)

The Centre Manager will also establish the best possible margin whilst delivering a quality product and line manager the Student Services team ensure procedures in school are carried out in line with company practices.

The Centre Manager works closely with the Director of Studies to act as the guardian of product quality, student experience and growth for their English Path school.

ROLE and RESPONSIBILITIES:

Key Responsibilities:

- Ensure that all staff at their school always puts students' satisfaction first.
- Ensure that students are provided with an overall quality service, where expectations are not only met but regularly exceeded.
- Ensure that prevailing quality standards are achieved and always exceeded.
- To ensure that any student issues are tackled and solved in a positive way with the least possible delay guaranteeing that the interests of the schools are protected at all times but ensuring that the client is dealt with in a professional and effective manner.

Operations:

- To analyse any negative trends in operations, quality or finance and select effective courses of action to remedy them.
- To keep up to date on latest market trends and monitor local and national competition, in terms of pricing, brochures, services, new developments, accommodations offerings and salaries.
- Be a spokesperson and ambassador for their school when liaising with relevant stakeholders.
- To ensure that all staff have effective and productive IT equipment and systems.
- To ensure the school always has world beating facilities and those facilities are an attractive environment for students to study and live in.
- To ensure that all applicable laws, corporate standards and guidelines are always adhered to safeguard the interests of the company.
- To maintain complete confidentiality of internal company information.
- To assist the Head of Young Learners and Head of Academics with managing Young Learner camps and year-round closed groups operations in an effective and efficient manner.
- To manage and take part in the Emergency phone rota system.
- Occasional evening and weekend work as required, time off in lieu given.

Student Services:

- To continually review student feedback and ensure that it meets and exceeds targets.
- Create a student-centred service team that always puts students first.
- To Line manage the Student Services team as well as any other non-academic staff.
- To oversee the successful running of the social programme.
- Oversee English Path's Neighbourhood friends' scheme and ensure students and staff take an active role in the community and all community events.
- Ensure all post arrival records are kept up to date on CLASS.
- Ensure Student services are monitoring and tracking student visa applications and cancellations.

Human Resources:

- To participate in the employee appraisal scheme and ensure staff at the school are appraised in line with the company's policy.
- To ensure that there is effective communication with staff at the school.
- To encourage team spirit and a work environment that promotes creativity, initiative, enthusiasm and energy.
- To ensure all employees have a clear indication of the company's goals and that team and individual objectives are directed towards achieving same.
- Manage student interns and identify talent for future positions.

Sales and Marketing:

- To be responsible for maximising local direct sales and carrying out any local marketing activity with support from Head Office.
- To support the Sales Team with up-to-date information and marketing materials as needed with support from the Marketing team.
- To represent EP at local education fairs and other local marketing activities.
- To identify and take advantage of opportunities that will assist in the growth in business.

Financial Management:

- To review financial performance of the school with relevant senior management monthly.
- To manage accommodation provision and take any corrective action to reverse material negative variances.
- To be partially responsible for the successful financial performance of the school.

Safeguarding and Welfare Responsibilities:

The Centre Manager is the Designated Safeguarding Lead. As the designated person within the school this brings primary responsibility for putting into place procedures to safeguard students at risk, where relevant and for managing concerns about students at risk.

- Working with others at English Path to create a positive inclusive environment at the school and during activities after classes.
- Play a lead role in developing and establishing the English Path's approach to safeguarding students and in maintaining and reviewing the organisation's implementation plan for safeguarding students in line with current legislation and best practice.
- Coordinate the distribution of the safeguarding student policy, procedures, and resources in the school.
- Contribute to ensuring other policies and procedures are consistent with the organisation's commitment to safeguarding students.
- Advise on the English Path's training needs and the development of its training strategy.
- Represent English Path at external meetings related to safeguarding.
- Receive reports of and manage cases of poor practice and abuse reported to the organisation – including an appropriate recording system.
- Manage liaison with, and referrals to, external agencies for example social-care services and the police.
- Responsible for promoting safeguarding within and working with other staff to ensure a safe and inclusive environment is achieved.
- To support the Academic team with classroom management and student behaviour.
- Be aware of prevent duty which aims to safeguard vulnerable individuals from being drawn into terrorism and report any concerns to the Prevent lead.

What we are looking for:

- Eligibility to work and live in country.
- Proven ability to work within a team and autonomously.
- High level of proficiency in English.
- Fluency in at least one foreign language.
- Strong phone presence and experience.

- Excellent verbal and written communications skills.
- Strong listening and presentation skills.
- Ability to multi-task, prioritise, and manage time effectively.
- Experience in International Education or English Language sector.
- Experience with cross-cultural or international business relationships.
- Able to deliver and address persuasive presentations to a wide range of audiences.
- An understanding of cultural sensitivity, tact and diplomacy with the ability to remain calm in difficult situations.
- Evidence of working collaboratively with colleagues, where shared insights, priorities and activities have been developed and contributed to a plan or strategy.
- Actively seeking and acting upon feedback to improve as a professional.

Education and Experience:

- Any Degree - Desirable
- Knowledge of student visa regulations desirable.
- Previous customer service roles essential, ideally in travel and tourism sector.

Skills and Behaviours:

- Good working knowledge of Microsoft Office packages.
- Proven organisational, administrative and interpersonal skills.
- Accuracy and attention to detail.
- Ability to work well within a team.
- Experience of working with databases and CRMs.
- Flexibility, empathy and a positive attitude

OTHER INFORMATION:

Our Centre Manager will also be expected to demonstrate their commitment:

- To EP's values and regulations, including our safeguarding and equal opportunities policies.
- To EP's Social, Economic and Environmental responsibilities and minimise environmental impact in the performance of the role and actively contribute to the delivery of EP's Environmental Policy.
- To their Health and Safety responsibilities to ensure their contribution to a safe and secure working environment for staff, students, and other visitors to the campus.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned.

English Path is committed to safeguarding and promoting the welfare of young people and vulnerable adults. We expect all staff and volunteers to share this commitment. We are fully committed to ensuring that consistent effective safeguarding procedures are in place to support everyone at the school. Before interview, all gaps in CVs must be explained satisfactorily and proof of identity and, where applicable, qualifications will be required. Appropriate suitability checks will be required prior to confirmation of employment. All concerns are passed to our Designated Safeguarding Lead.