



Job Description

JOB TITLE: Centre and Academic Manager

REPORTS TO TITLE: Global Head of Academics and Head of European Operations

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

LOCATION: Berlin, Germany

ABOUT ENGLISH PATH:

English Path is a rapidly growing, global English, German and French language school 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, French and German; Academic and Exam preparation, Electives, Pathway programmes 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 connect the classroom to real-world experiences. 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:

A world in which every person can communicate using a common language, removing inequality and creating a level playing field. Courses that stimulate and challenge. Students that learn, excel, and grow.

VISION:

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.

ROLE PURPOSE:

The role of Centre and Academic Manager is to embody our values and 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 and Academic 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, Academics and Finance and IT at their school (with continued support from Head Office)

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

The Centre and Academic Manager works closely with Academic team 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.
- Ensure English Path has a reliable supply of home stay and residence accommodation through external third-party supplier and manage those relationships.
- Assist the Young Learner department sourcing summer accommodation.
- Assist the Student Services team with resolving student accommodation complaints in a timely manner.
- 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 facilities of the best standard 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 adhered to at all times to safeguard the interests of the company.
- To maintain complete confidentiality of internal company information.
- To assist the Global Head of Young Learners and Global 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.
- Oversea 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.

Academics

- Oversee operational aspects of the academic department such as classrooms, book orders and stationery.
- Prepare weekly/monthly numbers and report to Global Head of Academics weekly.
- Deal with student complaints with the support of the Student Services team and shorten, amend courses, input holiday as necessary on CLASS.
- Help maintain class averages at optimal levels.
- Keep coursebook stocktake up-to-date and manage budget ensuring to avoid making a loss.
- Supports team by meeting with ad hoc walk-in enquiries/prospective students to check levels/discuss courses as required.
- Providing support, assistance, and training to teaching staff on a range of different teaching strategies and effective classroom management strategies to meet the needs of a large range of learning styles.
- Providing continued academic support and guidance to students including tutorials and study clinics; ensures the tutorials take place and are followed through by their teacher in a systematic way;

offering every support to the student in his/her academic aims. Ensures that feedback from the tutorial sessions is disseminated to all relevant parties in a timely manner.

- Coordinates placement, progress and exit testing.
- Assisting with planning, preparing, and delivering induction sessions.
- Support other departments as needed e.g., cooperate with the sales team etc., represent and promote the department favourably at every opportunity as directed.
- Oversees Library and Computer Suite: offering provision of digital and physical self-study materials to students after class. Develops self-access materials including reference materials, library books and offers advice on using materials to improve students' English language.
- Resources development: ordering materials which are appropriate to the teachers' and students' needs on year-round courses.
- Meet publishing representatives as necessary.
- Liaises with Exams centres to help co-ordinate examination entries and certificates.
- Liaises with Accommodation staff and other administrative staff on students' pastoral care, where necessary.
- Attends conferences and training days, mutually agreed upon with the GHoA.
- Regularly check that classrooms have sufficient furniture, displays, heating, air conditioning and all technology is working.
- Ensures teachers are up to date with administrative procedures including registers and progress reporting. Ensures teachers produce Weekly Plans and Records of Work and that these are filed and referred to systematically to avoid repetition of work.
- Arranges teaching cover when teachers are absent from work; ensuring that teachers have instructions available on what is to be taught in their absence using the Record of Work. Briefs the cover teacher accurately to ensure students have continuity of class content.
- Carries out emergency classroom teaching when required, according to number of enrolments at the school and projects being undertaken.

Teacher Training

- Assisting in the development of the Pathway and EAP programmes, lesson materials, workbooks, syllabus design and all other related academic materials such as testing.
- Updating existing material and contributing to the ongoing innovative process of development of new programmes.
- Responsible for the allocations of teachers to classes/courses

Recruitment:

- Hiring of EFL teachers with support of GHoA and HR team.
- Assist in providing first-line support with respect to email, telephone inquiries to/from staff and our centres regarding staffing issues.
- Assist in updating and controlling our database of staff.
- Keeping up to date with teacher availability for cover.
- The post holder will carry out any other reasonable duties.
- Ensuring the centre runs smoothly, providing administrative and / or academic support to the centre staff as needed.
- Carries out online interviews and pre-course tests of prospective students to assess language level for visa application purposes (if required) and exam courses.

Human Resources

- To ensure staff are paid correctly and on time.
- To manage leave effectively in line with both company and employee needs.
- 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:

- 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 be partially responsible for the successful financial performance of the school.
- To manage accommodation provision and take any corrective action to reverse material negative variance.

What we are looking for

- Eligibility to work and live in the country.
- Proven ability to work within a team and autonomously.
- Full working proficiency in English and French language.
- Strong phone presence and experience.
- Excellent verbal and written communication 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.

What we are looking for:

- Eligibility to work and live in the country.
- Proven ability to work within a team and autonomously.
- Full working proficiency in English and French language.
- Strong phone presence and experience.

- Excellent verbal and written communication 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:

- DELTA or equivalent level ELT qualification
- Acceptable teaching qualifications: DELTA, Trinity Dip TESOL or equivalent at Master's level, Masters in Linguistics or TESOL.
- Minimum bachelor's degree in any subject.
- Excellent English language knowledge and an in-depth understanding of teaching methodology in a multi-lingual environment essential.
- Structured and creative approach to lesson planning
- A desire to continue to develop professionally and help support and develop less experienced teachers.
- Experience providing support and feedback.
- Ability to work with classroom technology with ease and creativity.

Experience:

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

Skills:

- 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.

Safeguarding and Welfare Responsibilities:

The Centre and Academic Manager with Academics 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.

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 the 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.

ROLE DIMENSIONS

- **Direct Reports:** Student Services Team, Teachers
- **Indirect Reports:** No
- **Travel:** Maybe
- **Budget Responsibility:** Yes