

ENGLISH STUDY CAMPS

by Wimbledon School of English



Job Title:	Non-Residential Excursions & Activities Manager (EAM)
Reporting To:	Centre Manager
ESC Purpose:	To enhance people's lives by equipping them with global communication skills.
ESC Values:	We are committed and proud of what we do We are open – we listen and respond We are consistent We are collaborative We are flexible and not afraid of change We are solution oriented
Location:	At ESC Wimbledon
Benefits:	£625 per week (£700 including holiday pay) 12.07% holiday pay Fully paid pre-summer training and planning (up to two weeks) Fully paid induction Free lunch when on duty Nationally recognised level 3 safeguarding certificate Professional development sessions Free staff kit Enhanced DBS check paid for Increased weekly salary for returning staff or those with a recognised first aid certificate or lifeguard qualification.
Responsibilities:	The delivery of a high quality, varied and safe excursion and activities programme. All Excursions & Activities Leaders and Teaching Staff when on duty.

Description:

The Excursions & Activities Manager (EAM) is responsible for planning, publicising, and delivering an engaging programme of excursions and activities for students aged 14-16. The programme should complement the English-language classes that students also receive. The EAM must maintain the high standards of safeguarding (including supervision and pastoral care) associated with ESC. In doing so, students, parents, agents, and staff alike should feel satisfied with the programme. The EAM leads a large team of Excursions & Activity Leaders who have experience and knowledge in various social activities including sports, drama, music and arts. The position largely involves accompanying the Excursion Leaders and students on excursions into London and making sure all excursion policies are being adhered to.

ENGLISH STUDY CAMPS

by Wimbledon School of English



Jobholder's primary objectives:

To ensure the smooth and effective running of the Excursions and Activities Programme on the ESC Summer School at Wimbledon School of English.

Ensuring satisfaction with the Excursions and Activities Programme for the students, parents, agents and staff.

Maintaining the standards of supervision and pastoral care and safeguarding associated with ESC.

Ensuring that the programme is compatible with its description in pre-course publicity material, and according to procedures as set out in the ESC Summer School EAM's Handbook.

Key areas of responsibility:

1. Direct management of Summer School Excursions & Social Activities Leaders and Teachers when they are engaged in the programme
2. Planning and implementation of daily excursions, activities programme including weekend full-day excursions.
3. Student Safeguarding, Welfare and Discipline including Health & Safety
4. General course administration, including pre-course set up, day-to-day administration during the course, and post-course closure.
5. Quality Control of the programme, including monitoring and support of Excursions & Social Activities Leaders and Teachers.
6. Publicity of the programme to students and staff
7. Leadership and Public Relations, including parents, agents and sponsors of students on the course.

Standards of performance for each area of responsibility.

Performance is satisfactory when the following are implemented:

1.
 - Have knowledge of Excursions & Social Activities Leaders (ELs) job roles, their job descriptions and their handbook, to the level that you can support and manage staff effectively.
 - Ensure that all ELs are fully and properly inducted and that they have operational knowledge of staff handbooks and other procedural documentation, and that they fulfil their duties accordingly.
 - Through efficient timetabling, ensure that all activities are appropriately staffed in accordance with the type of activity and student-to-staff ratios, taking into consideration individual staff members' areas of interest, expertise and qualifications.
 - Manage effective liaison between staff members as appropriate.
 - Oversee and run regular meetings with ELs in order to prepare them for planned activities and excursions.
 - Maintain two-way communication with all staff.
 - To be responsible for ELs welfare and contribution to the Summer School.

Wimbledon School of English Limited Registered in England No. 2595499

ENGLISH STUDY CAMPS

by Wimbledon School of English



- To ensure that any staffing issues are dealt with correctly and fairly, and in a timely manner.
 - Ensure that all ELs are fully conversant with emergency procedures and that in the event of an occurrence that they know what they should do.
- 2.
- Plan a varied afternoon excursions programme giving students the opportunity to see and experience a variety of locations of interest in London.
 - Plan full itineraries of all weekend excursions and provide information to students in student-friendly language about the places being visited.
 - Encourage full staff participation in the Activities Programme of the Centre.
 - By liaising with the Centre Manager, ensure adequate provision of facilities and equipment for the desired programme and have alternative plans in place in the event the facilities may not be available.
 - Assist the ELs with the preparation of activities and excursions.
 - Ensure that all students are fully aware of excursions and activities.
 - Ensure that all activities take place on time and that staff are present throughout.
- 3.
- Ensure each student's experience on the programme is safe, enjoyable and productive, as advertised by ESC.
 - Be familiar with and confident in implementing the Safeguarding Policy and Procedure, the Health and Safety Policy, especially in relation to activities, and the Bullying, Abusive and Extremist Behaviour Policy, as laid out in the Procedures and Operations Manual (PPOM).
 - Be familiar with good health & safety practices, act on them and ensure other staff also do so.
 - Ensure that up-to-date risk assessments for activities and excursions are in place, and to update these as appropriate.
 - Ensure that all staff engaged on activities the activities and excursion programme have read and understood the risk assessments and have signed the risk assessment to acknowledge this.
 - Actively seek feedback from staff about activities and excursions with particular attention to health & safety issues and feed these back into existing risk assessments.
 - Ensure that all activities staff are aware of their responsibilities regarding the health and wellbeing of students, including in relation to Safeguarding.
 - Ensure that all publicity related to activities is age appropriate.
 - Ensure students are properly supervised during activities according to stipulated ratios and guidelines, the age of the students and nature of the activity.

ENGLISH STUDY CAMPS

by Wimbledon School of English



- To regularly monitor student behaviour on activities and excursions and to take appropriate steps to correct behaviour when required as outlined in the ESC Juniors Discipline Policy, Safeguarding Policy and Bullying, Harassment and Prevent Policy, and to inform the Centre Manager/Group Leaders/agents/parents as appropriate.
- To share in pastoral supervisory duties as required.

4.

- Play a leading role in the set-up and closure of the centre.
- Undertake initial and final status checks of facilities and to report any damage immediately to the Centre Manager.
- Ensure the care and maintenance of all activities equipment, including a count on receipt and return of any borrowed or hired equipment.
- Monitor the size of activities groups and ensure that the maximum number of students per group is not exceeded.
- Ensure that all staff on excursions have up-to-date instructions and student lists and that they keep good and clear records.
- Attend regular liaison meetings with the Centre Manager and the Director of Studies.
- Oversee the timely ordering and distribution of student packed lunches, paying particular attention to required number each day and dietary requirements.
- In liaison with the Centre Manager, order and oversee the distribution of student travel cards.
- On a rotating basis with the Centre Manager, act as the emergency ESC contact/duty phone holder.

5.

- Observe, record and evaluate staff performance on the activity programme, giving constructive and developmental feedback.
- Ensure that all staff play a full and active role in the Activities and Excursions Programme and monitor staff performance to check that this is the case.
- Actively seek and resolve quickly any client areas of concern about the Activities and Excursions Programme and keep accurate records of the concern and how it was resolved.
- Assist the Centre Manager in ensuring that client satisfaction ratings are good and to ensure that student and group leader feedback is recorded and collected, and any complaints or concerns are acted upon swiftly.
- Ensure that all students are fully involved in the programme.

ENGLISH STUDY CAMPS

by Wimbledon School of English



6.
 - Ensure that accurate and readable information on the Excursions and Activities Programme is available to all students, staff and group leaders.
 - In liaison with the Centre Manager and the Director of Studies, ensure that all staff, students and group leaders are fully briefed about the programme and that they are provided with all the necessary material and/or printed information prior to the events.
 - Ensure that the activity programme is well presented in displays in public areas of the Centre, following ESC policy on such displays, that the arrangements for students are clear and concise and that such publicity material is current and displays the appropriate logos.

7.
 - To be a good example to staff and students in terms of standards of professionalism, behaviour and organisation.
 - Assist the Centre Manager to ensure a warm and efficient reception and departure of groups and individuals.
 - To be one of the public faces of the Summer School and be pro-active in familiarisation with accompanying adults, group leaders and students.
 - To be available when required to any member of staff, student, parent, agent or group leader.
 - Adhere to company dress and behaviour codes.

Hours of work:

The EAM is required to work six days a week with an average weekly workload of 48 hours. There may be times when this is extended but time off in lieu will be given back the following week. Any overtime must be agreed with the Director of Young Learners before going ahead. As the nature of the summer school vary from day to day, the EAM will usually work from 10:00 until 18:30.

A 'normal' Excursions & Activities Manager week would consist of:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM – Help with new student induction	Off	Off	Off	Off	Lead full day excursion	Ensure excursion departs on time
Briefing with ELs before excursion. Lead excursion	Off	Briefing with ELs before excursion. Lead excursion	Briefing with ELs and oversee activities in Wimbledon	Briefing with ELs before excursion. Lead excursion	Lead full day excursion	Admin work prepping for following week
Off	Off	Oversee Pizza Party at School	Off	Oversee Disco at School	Off	Off

Time off:

One full 24-hour period per week. Period must suit needs of programme.

ENGLISH STUDY CAMPS

by Wimbledon School of English



PERSON SPECIFICATION

The Excursions & Activities Manager (EAM) is responsible for planning, publicising, and delivering an engaging programme of excursions and activities for students aged 14-16. The programme should complement the English-language classes that students also receive. The EAM must maintain the high standards of safeguarding (including supervision and pastoral care) associated with English Study Camps. In doing so, students, parents, agents, and staff alike should feel satisfied with the programme. It is the responsibility of the EAM to ensure that the excursions and activities programme is compatible with its description in pre-course publicity material, according to procedures as set out in the ESC Juniors Activities Manager's Handbook and the Policies, Procedures and Operations Manual (PPOM).

Essential:

- Education and Training:
 - Educated to at A level or equivalent, or with extensive relevant experience
 - Excellent IT skills: Word, Outlook Express, basic Excel, databases
- Experience of:
 - Education (preferably at least some with non-native English speakers), Administration, along with providing excellent customer service
 - Team leadership
 - Working with children
 - Leading excursions for students under the age of 18.
- Skills and knowledge:
 - Professional appearance
 - Excellent interpersonal skills and ability to relate to people at required level
 - Cultural awareness and ability to communicate appropriately with individuals from different backgrounds
 - Excellent time management
 - Able to prioritise and delegate effectively in order to ensure results are achieved.
 - Target focused and able to adapt approach to work in light of changes/revised targets.
 - Able to work effectively under pressure and to deadlines
 - Able to manage effectively in a stressful situation
 - Able to demonstrate consistent and professional approach to staff
 - Able to make decisions and show initiative
 - Assertive & non-confrontational
 - Innovative
 - Ability to enthuse others

ENGLISH STUDY CAMPS

by Wimbledon School of English



- Team player and team leader - able to communicate effectively and work collaboratively with all staff
- Cheerful, approachable and dynamic
- Highly motivated
- Able to cope with long hours and intense work

Desirable:

- Education and Training:
 - Qualified sports coach/trainer
 - First aid qualified or willing to take a course prior to the summer
 - Safeguarding qualified or willing to take a course prior to the summer.
- Experience of:
 - ELT school inspections such as Accreditation UK and ISI

Updated Nov 23 (PG)