



Job Title: Centre Manager
Employer: Xplore
Location: Various
Contract: Full Time and Fixed-term
Salary: Dependent on experience & qualifications
Hours of work: 48
Department: Operations
Reporting to: Operations Director and designated Operations Team Members

Role overview:

The Centre Manager will oversee the execution of company standards to ensure effective operation on site.

Person Specification

	Essential	Desirable
Qualifications	Full clean Drivers Licence Valid first aid certificate. Safeguarding	Recognised Health & Safety Relevant NVQ or Degree. Industry based activity NGB's TEFL qualifications
Experience	At least 2 years experience in a Managerial role - not necessarily within the activity industry.	2 years Managerial experience within the youth travel industry.
Knowledge	Industry based qualifications and organisations Health and Safety. Safeguarding & Welfare Language programme provision	
Skills	Varied leadership and managerial skills Computer literate Communication using varying methods Proven planning & organisational skills Ability to apply and monitor delegation of tasks. Managing client and venue expectations	
Attitude	Adaptable. Positive role model. Standards driven. Flexible to meet the demands of the job. Be able to understand, meet and exceed company and clients' expectations.	

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Responsibilities:

- To oversee the planning, monitoring and execution of all standards as set by the company to meet quality control, health safety and security, financial and progressive goals.
- To be aware of, and apply all company documentation.
- To regularly liaise with the Operations team and in conjunction with relevant head office departments, and your own team, to ensure a well documented paper trail of each group.
- Delegate in order to construct and maintain programmes for visiting groups and take into account their specific requests.
- Ensure the arrival and departure of children is professional, smoothly administered and organised.
- Assess client requirements and act accordingly.

Quality Control:

- To ensure regular checks to ensure required standards are being upheld in areas such as staff performance, activities, equipment, etc.
- To ensure completion of activity assessments (where applicable) and personal reviews of staff to ensure enthusiasm, motivation, safety and quality standards are being met in areas you have been signed off to assess.
- Coordinate an effective and happy staff team
- Direct, motivate and control staff in accomplishing their job descriptions.
- Focus staff on the enjoyment of the children throughout their stay.
- To delegate liaison with HR on any staff problems or disciplinary issues,
- Any additional duties that may be required to maintain a quality service.

Health, Safety and Security:

- In accordance with Company documentation, to oversee the Health, Safety and Security of anyone on site under our responsibility, and make the necessary 'day to day' and long term safety decisions to apply at your centre.
- Evaluate, maintain and communicate emergency and fire procedures at your centre to all staff and clients.
- To ensure the recording of near misses, accidents and safety issues in accordance with Xplore processes.
- To feed back to head office any suggestions, amendments or safety critical incidents or near misses.
- To assist and coordinate treatment of any person requiring medical help.
- To coordinate an initial crisis action plan.

Financial and progression:

- To administer and monitor the on site petty cash system.
- Progress the training of staff under your control.
- Monitor and suggest areas or critical and ideal investment.
- Constantly evaluate programme development and content to meet client needs and expectations.
- Focus on personal development within the company.