

# Campus Manager Job Description



## Company Overview:

PLUS Education is a global organisation established almost 50 years ago. We plan, organise, coordinate, and run residential English summer camps for international young learners between the ages of 8 and 17, and we are currently recruiting Campus Managers for our UK based summer programme.

## Overview of the Position:

All current holders of roles involving responsibility for or substantial access to under 18s, and all new appointees to such roles, will have appropriate suitability checks, for example with the Disclosure and Barring Service (in England and Wales) or Protecting Vulnerable Groups Scheme (in Scotland) or Access NI (in Northern Ireland), or Police 'Certificate of good conduct' (outside the UK), in line with the organisation's stringent safeguarding policy.

The Campus Managers take overall responsibility for the setting up and running of the campus in line with Head Office guidelines. They act as the campus safeguarding leads, reporting to both the Assistant and Designated Safeguarding Head Office Leads, and the main campus First Aider. The Campus manager will take overall responsibility for the smooth-running of the centre, including staff management, student welfare, and liaison with the facilities management. They will be the face of customer service, solve everyday problems, deal with emergency situations, and will be responsible for student and staff welfare and discipline. The Centre Manager works alongside the Course Director, both reporting directly to PLUS Head Office.

In addition to a salaried wage, full room and board is provided for the duration of employment; residing on campus is required. All PLUS employees are expected to work a flexible schedule. Night and weekend work is expected to meet the demands of the program. PLUS employees are responsible for all travel and moving costs to and from campus location prior to and at the conclusion of their contract. Travel to excursion destinations and any work travel during the contracted period will be covered by PLUS.

## Duties and Responsibilities:

The following is expected of the Campus Manager:

### **Standard Expectations**

- Interact with groups of international high school students and their Group Leaders in a professional, enthusiastic, and customer service-oriented manner
- Be familiar with, adhere to, and enforce PLUS policies and procedures
- Ensure the safety of all participants, including taking them to the hospital, if necessary, and documenting all hospital visits for insurance purposes
- Be familiar with campus-specific information, including everything in the PLUS Manual
- Maintain frequent communication with PLUS staff and management
- Be on call every night for the duration of the program
- Assist with emergency situations, as needed
- Complete all PLUS assessments received during employment period
- Assist in other duties as assigned and as they arise

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## Supervision

- Directly supervise the Activity Manager and oversee Activity Leaders
- Train Activity Manager, Activity Leaders, and instructors
- Create a weekly schedule for all staff
- Hold daily staff meetings to ensure that all program and position needs are met
- Conduct regular performance evaluations of staff members
- Motivate staff members throughout the duration of the program

## **On-Campus Activities**

- Confirm bookings for all classrooms, sports areas, lecture theatres, etc. for on-campus activities/events and tuition
- Oversee the planning, coordination, and implementation of on-campus activities
- In conjunction with the Activity Manager, conduct a "Welcome Night" presentation that orients students to the PLUS program
- Attend and participate in other on-campus programming as needed

## **Off-Campus Activities (Excursions)**

- Oversee the planning, coordination, and execution of all off-campus excursions for PLUS students and Group Leaders
- Oversee the planning and execution of activities to engage students during off-campus excursions
- Oversee the coordination of all airport arrival and departure schedules

## **Centre Liaison**

- Serve as primary point of contact for all on-campus centre departments and representatives
- Responsible for the following Accommodation, Dining, and Office responsibilities:

### **Accommodation**

- Coordinate all groups' check-ins and check-outs from campus with the host institution
- Coordinate weekly room and bathroom cleanings with host university and/or cleaning company, as needed
- Oversee room checks prior to participant arrivals to ensure all rooms are clean and ready for participants' arrival
- Oversee room checks prior to student departures to determine any room damages
- Create rooming lists for each session, and communicate changes to rooming lists to Campus administration and PLUS Head Office if needed
- Responsible for communicating with Facilities/Maintenance to fix any problems that arise in the residence halls

### **Dining**

- Regularly update on-campus meal requirements and submit to host institution
- Confirm, on a daily basis, all on-campus meals and packed meals, including numbers, mealtimes and pick-up times (for packed meals) with campus catering

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- Provide catering with a list of food allergies per session; ensure all food allergy requests are met for on-campus and packed meals
- Coordinate and participate in the distribution of packed meals prior to participants' departure from campus
- Communicate any last-minute changes to on-campus meals to dining hall and the Program Manager

### Office & Miscellaneous

- Responsible for updating the PLUS app on a daily basis to keep participants informed of pertinent information
- Responsible for telling students and Group Leaders to complete weekly satisfaction surveys and following up with them to ensure completion
- Responsible for collecting and recording all fees for lost keys, room damages, and extra excursions
- Responsible for depositing all money collected for lost keys, room damages, and extra excursions within 24 hours of collection
- Responsible for ensuring the safekeeping of all participant passports and all money collected for lost keys, room damages, and extra excursions
- Use Plus Vision Software and the PLUS Master Program to properly understand participants' arrivals and departures from the program
- Coordinate participant arrival and departure days from the program
- Participate in meetings with the PLUS Head Office and Activity Manager
- Responsible for appropriate use and documentation of company card
- Review campus-specific incident reports
- Oversee inventory checks of PLUS lanyards, travelcards or other collateral materials, and communicate with PLUS Head Office in a timely fashion if running low

**Please note that due to post-Brexit restrictions, you must be a UK resident or have UK residency to work in our UK Camps.**