

**Center Director 2025**

**(Boston Residential)**

**JOB DESCRIPTION**

### ABOUT STAFFORD HOUSE

Stafford House has over 70 years’ experience in providing international students with great English language study experiences in the UK. Our mission is to educate, inspire and help our students enjoy our locations, empowering them with confidence to realize their personal potential. Stafford House comprises 2 brands, Stafford House International and Stafford House Study Holidays.

Stafford House Study Holidays offers study experiences in the summer in a variety of locations, including our CATS Global Schools locations globally and partner summer venues at prestigious boarding schools and universities. We also offer a variety of non-ELT summer programs studying Arts, Sciences and Business. We are especially proud of our partnership with CATS Academy Boston. Stafford House Study Holidays is run and operated by CATS Academy Boston in Massachusetts.

Stafford House International has 3 year-round locations in Cambridge, Canterbury, and London. These schools benefit from being co-located with other schools in CATS Global Schools allowing us to deliver a high-quality service to students and staff. We deliver our signature Professional Certificate courses and Business English programs in London and IELTS preparation in all three locations and our General English program is enhanced by our module courses in the afternoons in all three locations. All three schools deliver programs from groups booked through Study Holidays throughout the year.

We offer a true experience for our students, and it takes dedicated and special employees to help deliver that. Our ‘Lions’ are part of the Stafford House family from the start as we quickly integrate people into the team and look to build individuals skills to allow them to truly excel in their role and push on to greater things. Once a lion, always a lion!

Center Director

* Overall management of the center to ensure the smooth running of a high-quality program is delivered, following our guidelines closely, establishing procedures and solving problems quickly and efficiently.
* Monitoring of all aspects of the program
* Coordination of the academic and activities programs and ensuring that they are linked.
* Oversee the Center Management Team to ensure effective management of all staff.
* Maintain a professional working relationship with staff, clients and venue staff.
* Safety and well-being of all students- the Center Director is the Mandated Reporting Officer for the center.
* Quality control and customer satisfaction

Reports to: Summer Operations Manager and Stafford House Head Office

Contract: Seasonal

Hours: Up to 60 hours over 6 days per week

Salary: $1474.20 per week (payable biweekly)

### YOUR PROFILE AND RESPONSIBILITIES

*In our Boston center, where there is a Residential Life Manager, you would delegate some of these tasks.*

1. To have read and understood the CD manual, welfare manual and staff handbook, and be fully conversant with our policies for the well-being and protection of children. At all times whilst on duty, staff are responsible for the care, well-being and safety of students whilst ensuring they are following school rules.
2. Ensure that the organization of the center, courses and well-being of staff and students complies with CATS Academy Boston’s welfare policies and Massachusetts law (documents available on site).
3. To take full responsibility at the center as the Designated Safeguarding Officer and set up a culture of communication and observation to help prevent any maltreatment of children and young people whilst in our care. You must be fully aware of our Safeguarding Policy/mandated reporting policy and understand and be able to implement an appropriate response to any signs or disclosure of abuse. You will refer such signs or allegations immediately to the Designated Safeguarding Lead Team at Head Office
4. Be aware of everything that is happening at the center and keep the communication channels to Head Office open.
5. Establish and maintain clear lines of management and effective procedures and work closely with the Center Management Team to achieve this.
6. Lead and participate in the Staff Induction Day, usually one or two days prior to the students’ arrival.
7. Manage the provision of good customer service according to customer needs.
8. Create a positive team atmosphere and motivate the staff effectively.
9. Establish and maintain open communication between the center, clients, and Head Office. Represent Stafford House positively in all conversations with clients, staff, and the host center.
10. Control expenditure, keep within budget, and be responsible for ensuring checks are paid on time where required. You are also responsible for the company debit cards and the associated app- including ensuring team members with cards upload receipts and coding within specified timeframes.
11. Teach when necessary, e.g. teacher absence/low student numbers (qualified staff only).
12. Close the center, pack and return all SHSH stock and unspent center monies according to guidelines.
13. Write a weekly report to Head Office.
14. Finalize the accounts and write an end of center report to be submitted to HO within five days after the closing of the center.
15. Ensure that all Stafford House Health & Safety policies are implemented and monitored.
16. Manage staff effectively to ensure that:

* The center office is functioning and secure at all times.
* Accurate data on students and staff is maintained according to the CD manual.
* All documentation is checked, center administration is carried out correctly, and that completed paperwork is submitted to Head Office on time.
* The state of premises, equipment and resources is monitored throughout the course.
* The teaching and activity programs are successfully integrated.
* High levels of performance are maintained.

1. Accommodation and Well-being:

* To take full responsibility as the on-site Safeguarding Lead as referred to above.
* Carry out nighttime duties on a scheduled basis (10 pm to 1 am) when necessary.
* Allocate and monitor all residential accommodation with the assistance of the Residential Life Manager and Residential Advisors and ensure that sufficient members of staff are allocated in each house to maintain a Rota of student supervision.
* Delegate, supervise and monitor the RLM and all RAs according to the duties outlined in the supervision manual. Ensure SWOs maintain a record of their working hours, review and sign off each week.
* Liaise fully with Residential Advisors, Group Leaders, the Summer Operations Manager, all relevant departments at the Venue, and the Reservations Manager at Head Office.
* Monitor all non-residential students and check that their transport is operating effectively.
* Oversee the implementation of all airport/rail/bus transfers for students and staff.

1. Manage the emergency phone roster to ensure there is 24/7 coverage throughout the operation of the center. It is anticipated each member of the CMT will hold the phone for 24 hours no more than twice per week.
2. Additional duties as required

### ABOUT YOU

**Essential**

* Level of spoken and written English equivalent to CEF level C1/CAE/IELTS 7.0
* Previous management experience
* Effective management skills
* Proven competence in leadership
* Proven competence in administration
* Computer literate
* Ability to adapt quickly to change
* Good problem-solving skills
* Experience in controlling budgets
* Effective communicator
* Enjoy working with children and teenagers from diverse cultures
* Able to address large groups of young people
* Enthusiasm
* Professional appearance

**Desirable**

* Educated to degree level
* Current First Aid certificate\*
* Experience of working with children
* Previous CD experience
* Experience of summer school
* Previous residential experience

## COMMITMENT TO INCLUSION AND DIVERSITY

We are committed to diversity, inclusion and belonging. Building on our core values – Pioneering, Persevering, People – we pledge to deliver a series of events, guest speakers and focus groups to make CATS Global Schools an employer of choice for all.

ABOUT CATS GLOBAL SCHOOLS

CGS is a leading provider of pre-university academic courses and English language courses in the UK and USA. We provide programs including A Level, IB and University Foundation, as well as English Language Study, to a growing number of international students seeking to win places at UK universities.

We operate a number of different educational brands: CATS Colleges in Cambridge, Worthgate School, Canterbury and Guildhouse School, London; CATS Academy in Boston; CATS China; Bournemouth Collegiate School, Bosworth Independent College and St Michael’s School, Llanelli; Cambridge School of Visual and Performing Arts (CSVPA) and Stafford House English language schools and Study Holidays. We benefit from being part of a global team focused on teaching and learning.

AND FINALLY

CATS Global Schools are committed to safeguarding and promoting the well-being of our students and expect everyone connected with the organization to share this commitment. All positions are subject to the satisfactory completion of safer recruitment pre-employment checks in line with KCSIE guidelines. **All shortlisted candidates will be required to complete a criminal declaration form prior to interview and be subject to online checks which may include social media checks in addition to** an enhanced DBS check (DBS process paid for by CATS Global Schools), references and if applicable, an overseas police check.