

SUMMARY TERMS AND CONDITIONS

POST TITLE	Head of Young Learners
ANNUAL SALARY	Competitive
BONUS SCHEME	A bonus is dependent on the achievement of specific financial targets and customer service KPI's
ANNUAL LEAVE	30 days + public holidays
WEEKLY HOURS	Full time, 35 hours per week
REPORTING TO	Chief Executive Officer (CEO)
LINE MANAGER FOR	Young Learners Head Office Team
SENIORITY LEVEL	Head of Department (HoD)
PURPOSE OF JOB	Delivery of a financially and academically successful year-round and seasonal younger learner programmes both in the UK and overseas
LAST UPDATED	10/06/2020

JOB DESCRIPTION

Principal Responsibilities

1. Develop and articulate a long-term strategy and business plan for the growth of the junior product in line with the organisation's vision and strategic plan.
2. Be responsible for maintaining relations and contracts with current venues and establish a pipeline of suitable new venues in accordance with the organisation's strategic positioning and goals.
3. Exercise due diligence and thoroughness in sourcing partners and entering into contracts with suppliers.
4. Ensure that programmes are effectively budgeted, that costs are managed and controlled, and that financial objectives are met or exceeded.
5. Oversee the implementation of a rigorous, transparent, and targeted recruitment process for positions in the head office and for senior roles within each of the centres.
6. Identify talent that will help the organisation to continue to build its reputation and capability and to ensure that there is continuity in all roles.
7. Ensure that the Junior operation is as self-sufficient as possible and ensure that there are effective, transparent, and proactive communication channels between members of the team, and with other departments within the organisation.
8. Oversee and coordinate preparations for external quality assurance processes and ensure that the organisation aspires to reach the highest possible goals.
9. Regularly visit venues to check on developments, quality, compliance and to check in and support local staff and partners both during the high season and outside of the high season where relevant.
10. Have effective feedback mechanisms in place for all stakeholders that feed into a systematic and focused strategy for the continued improvement of the Young Learner provision.

11. Be accountable and have oversight of significant operational issues that arise for the duration of each programme and to ensure that senior local staff receive timely, effective, and targeted support and guidance where needed.
12. Work with Sales and Marketing and other departments to identify develop new products and delivery formats for programmes. Ensure that there is evolution and innovation in product and course design and that IH young learner programmes are of a market leading standard.
13. Ensure that all programmes are properly resourced, market-led, well-designed, have clear learning outcomes, and are engaging and relevant to the needs of students.
14. Ensure that all of the latest safeguarding guidelines including risk assessments and best practice are in place and are well embedded. Ensure that programmes are run in safe and well supervised environments.
15. Maintain excellent relations with group leaders and the partner network and be responsive to feedback in order to drive constant improvement.
16. Ensure as far as possible that each part of the student experience is well-managed and efficient and provide guidance and support to all of the teams involved in the process.
17. Fully engage and be visible within the industry in order to grow the reputation of the brand, to build an industry leadership position, to understand what is current and where opportunities lie, and to develop a network of contacts.
18. To regularly brief and update the CEO and the Senior Management Team (SMT) of developments and issues associated with the programme and to report any significant issues in a timely matter.
19. Any other reasonable projects or tasks as assigned by the CEO and SMT that fall within the potential scope of the role and the capabilities of the post-holder.

PERSON SPECIFICATION

The following are essential:

Education and skills:

- A First Degree
- Safeguarding level 3 or equivalent
- English at minimum C1 level

Experience and knowledge:

- At least three years' experience of managing large-scale summer school operations
- Budgeting and cost management
- Business planning and strategy
- CRM systems including inputting bookings, creating and running reports, analysing data and maintaining the accuracy of records.
- Microsoft Office: Excel, Word and PowerPoint

The following are desirable:

- Project management skills

- Managing change
- Fluency in another language, in addition to English
- A clean driving license
- A TEFL diploma and or an education-related Masters' degree
- Successful quality assurance track record

Personal Attributes:

- Enthusiastic, friendly, and approachable
- Well-organised and thorough
- Systematic and purposeful
- Tactful and diplomatic
- Leads by example
- Trustworthy
- Problem solver and highly resourceful
- Excellent team player
- Responsible and takes accountability
- Excellent communication and presentation skills
- Able to cope with high-pressure environments

Application Details:

If you would like to apply for this role please send a covering letter outlining your suitability for the position and an updated copy of your CV to hr@ihlondon.com. Please contact Mark Rendell (CEO) at mark.rendell@ihlondon.com if you'd like to discuss the role in advance of your application.

The deadline for applications is: **12.00 on Monday, 29th June 2020**. Interviews will be conducted using meetings software.