Job Description

When to use this form: A Job Description is a summary of a job analysis and is used to assist managers determine an existing or prospective role. Seek HR advice if assistance is required. This form is to be completed by managers who are undertaking:

- Recruitment
- Role and responsibility review of existing jobs
- Performance Management and Assessment of employees
- Training review and assessment
- Compensation & benefits review

Where to find this form: All job descriptions are timely updated and maintained in HR Department.

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Director of English Language Centre</th>
<th>Date: immediately</th>
</tr>
</thead>
<tbody>
<tr>
<td>Function/Department</td>
<td>Language Centre Lao Cai - KNE</td>
<td>Location: Lào Cai, Vietnam,</td>
</tr>
<tr>
<td>Manager Name &amp; Title</td>
<td>Board of Directors</td>
<td></td>
</tr>
<tr>
<td>Position Type</td>
<td>Permanent</td>
<td></td>
</tr>
<tr>
<td>Position Status</td>
<td>Full Time</td>
<td></td>
</tr>
</tbody>
</table>

Position Objective

The Director of English Language Centre is responsible for the coordination, implementation, high quality delivery, monitoring/evaluation and overall operation of the program activities related to teacher training, English lab and self-access centre learning. This role encompasses but is not limited to curriculum development, teaching English, delivering training, and ensuring the overall quality and efficiency of deliverables.

Responsibilities

RESPONSIBILITIES

- Responsible for the operation and academic management of the Language Centre, Lao Cai, Vietnam. The Director of English Language Centre will have oversight of the operation activities and academic programmes in order to maintain the highest standards thought out the centre.
- Oversees operation of supporting departments, including human resources, administrative, maintenance, ASO and admissions for the school.
- Assigns classes to ESL instructors, as well as assigns students to class sessions.
- Oversees the reporting of grades, compiles the list of students completing the courses, and provides completion information to relevant departments, as needed.
- Manages student records, prepares and maintains the electronic master class schedule, schedules final exams, and records student grades for electronic distribution.
- Advises students, addresses student complaints, manages the student grade appeals process at the end of each session and makes recommendations to the BOD on disciplinary issues, both student and personnel.
Job Description

- Contributes and conducts the department strategy plan based on annual KPIs.
- Interviews ESL instructors and teaching assistant candidates and makes hiring recommendations to the BOD.
- Effective management of all staff in the Academic department of the Language Centre, Lao Cai, making sure that the activities of the department are undertaken in accordance with company policy and regulatory frameworks.
- Provides ongoing mentoring and professional development to Staff and ESL teachers as needed.
- Provides positive and professional leadership to the team.
- Shares and implements best practices across the center.
- Serves as Principal Administrator for site visits and communications.
- Contributes to a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds.
- Researches and designs electronic record keeping procedures to allow data collections and regularly retrieve, analyze, and reports data on the student population to stakeholders.

Manage Academic services department

- Control the work of ASO Dept, ensures that the professional requirements of the students, leadership team and teachers are met.
- Reviews and compiles written communication to parents before sending them to the parents in the system, ensures written communication with parents.
- Ensures the efficient and scientific archiving of student records and papers.

Customers Services

- Regularly carries out customer service quality assessment activities and provides training and development of professional skills for employees.
- Receives complaints from parents and coordinates with relevant departments to resolve them thoroughly.
- Works closely with school leadership team to handle the special circumstances of students (students with special needs, disciplinary students, students with psychological crisis, students with learning disabilities)

Financial Development

- Appropriate and effective management of the departmental budget and direct costs.
- Manages teacher benefits and teaching pay scales.

Project Manager

- Assists the BOD in meeting and working with cooperate clients.
- Assists with Marketing events.
- Production of Academic Related Marketing content (events and online)

This Job Description is not limited to the duties/responsibilities described above and will be subject to changes to incorporate any duties/responsibilities to reflect the job scope/business requirements.
## Job Description

### Position Requirements

- 2-5 years experience as a Director of English Language Centre.
- Master Degree.
- An internationally recognised English language teaching qualification.
- At least 5 years ELT/TEFL teaching experience at reputable institutions.
- A postgraduate ELT/TEFL qualification, such as Cambridge DELTA, Cambridge IDLTM or a Master’s degree in ELT/TEFL.
- Academic supervisory experience at a reputable institution.
- Excellent interpersonal and organisational skills.
- A great deal of energy and enthusiasm.
- ELT experience in Vietnam or Asia.
- Experience in teaching Young Learners / Teens.

### Salary and Compensations:

<table>
<thead>
<tr>
<th>Item</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Salary</td>
<td>$50,000-$60,000 USD</td>
</tr>
<tr>
<td>Accommodation</td>
<td>1 Bedroom house near English Center</td>
</tr>
<tr>
<td>Expat relocation Compensation</td>
<td>10,000,000 VND</td>
</tr>
<tr>
<td>Meal and Transportation</td>
<td>7,000,000 VND/month</td>
</tr>
<tr>
<td>Health and Social Security Insurances</td>
<td>According to the Labor Law</td>
</tr>
<tr>
<td>Unemployment Insurance</td>
<td>Will be added to salary and an appendix is added to the Contract</td>
</tr>
<tr>
<td>Medical Insurance</td>
<td>Beside Health and Social Security Insurance required by Labor Law, Expat Director and teachers are benefit from Medical Insurance package details in the Appendix of the Contract. The maximum premium for this medical package is limited to $1000 USD per year.</td>
</tr>
</tbody>
</table>