

BEDE'S

Job Title:	Airport Coordinator
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Reporting to	Transport Manager, Logistics Manager, Airport Manager
Key Purpose of the Job	To manage the whole transfer operation at a specific airport terminal or train station to provide a smooth, safe and efficient transfer service for Students of Bede's Summer School.
Reviewed by	Mel Hambly
Date	March 2023

Key Accountabilities

- 1. Briefing Meetings:** To attend a meeting at your allocated airport, to receive the necessary information and be fully briefed on the day's schedule.
- 2. Central Point of Contact:** To be the central point of contact at the airport terminal or train station for students, parents, agents, as well as Bede's centre staff, Head Office staff and airport or airline staff to ensure a smooth, safe, and efficient transfer service on arrival and departure days.
- 3. Transfer Management:** To manage the whole transfer operation at a given airport terminal or train station competently and confidently, ensuring minimal waiting times to achieve the highest standards of customer service for students, parents, and agents.
- 4. Unaccompanied Minors (UMs):** To be the designated Bede's representative at the terminal, receiving UMs from airline staff on arrival, registering them on departure, and in both cases completing all necessary documentation to provide a safe and effective transfer service from the Airline to Bede's and vice-versa, during which time the student is accompanied and looked after.
- 5. Problem-Solving:** To foresee any potential problems, respond appropriately to delays and last-minute changes and resolve all arising problems, challenges, and issues calmly, professionally, and collaboratively, to ensure the delivery of a professional transfer service.
- 6. Risk Assessments/Health & Safety:** To read and understand the risk assessment relevant to the role, ensuring that Health and Safety policies and procedures are being adhered to, for the students to be safe at all times.
- 7. Status Reporting to Head Office:** To inform the Transfer team Managers of any deviation from the daily schedule including students not on flights, flight delays, transportation delays,

missed flights, unexpected Unaccompanied Minors, alternative arrangements, etc. so that accurate and up-to-date information is always available for Head Office.

- 8. Feedback Reporting to Head Office:** To complete reports and provide daily feedback to the Transport Manager to ensure an effective and first-class service is maintained.
- 9. Pastoral Care and Safeguarding:** To be observant of students' behaviour, attitude, conduct and performance to ensure their physical and emotional well-being and to include any concerns in the daily feedback report to the Transport Manager.

Measures

1. Full attendance at briefing meetings, full understanding of the day's schedule, all necessary information relating to transfer operations is received and is taken to the airport, kept in your possession, and treated as confidential. Information is never shared with any unauthorised person and is appropriately destroyed (shredded) after use.
2. A visible and accessible location/position in the terminal is occupied and always maintained, close liaison with the relevant stakeholders: Transfer Manager, Airport Manager, Logistics Manager, centre staff, and centre management teams.
3. All transfer operations are undertaken according to schedule, arriving students are met immediately and leave the airport without delay, departing students are checked in promptly for their flight and accompanied to Passport Control, waiting times at every stage of the process are minimal, students feel safe and are supervised properly, high standards of customer service are maintained at all times.
4. Unaccompanied Minors are met and handed over (on arrival) and registered with airline staff (on departure) promptly and are supervised and looked after at all times.
5. Potential problems are foreseen and where possible, averted. Issues arising from delays, last-minute changes, obstacles, and timing conflicts are resolved quickly, confidently and satisfactorily, always considering what is best for the Student and Bede's.
6. Risk Assessments are read and are fully understood. If no Risk Assessment is available, the Transfer Manager is informed immediately, and the relevant Risk Assessment is written.
7. The Transfer team Managers are kept well informed about the status of transfer operations at the designated terminal.
8. Complete reports in a timely manner throughout the day and end-of-day reports are submitted to Head Office outlining any successes and problems in terms of the delivery of transfer operations.
9. Students are managed warmly and positively, poor behaviour is dealt with appropriately, vigilance is maintained, and any concerns are raised and dealt with either at the time or at the end of the day, depending on their nature.

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Key Skills and Experience: *(Knowledge, Experience, Skills & Abilities)*

1. Experience of working with children or young people, ideally in an international context.
2. Ability to always be polite, friendly, and respectful when dealing with Bede's Summer School stakeholders.
3. Ability to provide the highest standards of customer care.
4. Ability to work calmly and efficiently under pressure.
5. Ability and disposition to solve problems.
6. Excellent communication skills.
7. Excellent time keeping and flexibility.

Key Interfaces:

1. Transfer Team - Transfer Manager, Logistics Manager, Airport Manager.
2. Assistant Director
3. Head Office Staff
4. Other Airport Coordinators
5. Centre Staff
6. Airport and Airline staff
7. Students, agents and parents

Operating Environment and Context of the Role:

Bede's Summer School attracts students from 50+ countries from the ages of 6 to 20 and is a highly successful enterprise and renowned part of the overall Bede's offering. All staff are considered ambassadors of the Summer School and are challenged, both individually and collectively, to share the Summer School's ethos and actively contribute towards the Summer School achieving its objectives.

Airport Coordinators need to be helpful and welcoming, ensuring the first and last impression of Bede's Summer Schools is a positive one, and will provide students with a smooth, safe and efficient transfer service on arrival and departure to/from their summer school.

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Arrival and Departure days are very long and the working environment at the airport can be highly pressured, especially on our busiest days when hundreds of students arrive or depart. There are often delays, last-minute changes to schedules and a variety of issues to resolve in a calm, collaborative and professional manner. The vital task of making sure all our students have a smooth and safe transfer requires resilience, excellent attention to detail, and a positive and hard working attitude.

The working day is challenging and can be very tiring, but there is a strong feeling of camaraderie and team-work, and a real sense of achievement in helping us ensure our students have a positive Summer School experience from the moment we welcome them to the UK to the time when they leave our care.

Airport Coordinators travel to Gatwick/Heathrow airport or St Pancras – where they will be based for the whole day. During a briefing meeting with either the Logistics Manager or Airport Manager, Airport Coordinators will receive their daily schedule.

Airport Coordinators make sure our students are safely met on arrival and are handed over to the relevant Bede's staff member, taxi or coach driver as efficiently as possible. On departure, Airport Coordinators will meet our students at the airport/train station, assist with check-in, and see our students through to the security section.

Airport Coordinators will be the designated Unaccompanied Minor contact for their allocated terminal so must give permission for us to share their passport details with the necessary airlines and carry their passport with them at all times. Airport Coordinators may spend a significant amount of time with students using an Unaccompanied Minor service until the airline is ready to take over responsibility for them.

Airport Coordinators may hand students over to their parent or a pre-arranged representative and must have the ability to represent Bede's Summer Schools in a positive and professional manner at all times, as you will be dealing with a range of people including students, Bede's staff members, airport staff, parents and agents.

Airport Coordinators must regularly report on the status of students transfers and provide daily feedback to the Transfer Manager, so that up-to-date information is always available for Head Office. A smart phone will be provided.

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This role is non-residential and Airport Coordinators must live within a 1-hour commute of their designated airport/train station. Applicants must be available to work every Saturday and Sunday from 2/7 - 12/8 and be prepared to work up to 14 hours per day.

Our goal is to give students an educational, culturally enriching, enjoyable and memorable summer experience in a safe and supervised setting. We only employ those staff who are willing to accept this responsibility and have the necessary wide-ranging skills, experience, and commitment to help us achieve our goal of being the very best Summer School.

Vision and Mission

Our Vision: Where every child finds joy in their pursuit of brilliance

Our Mission: We continue to craft a more joyful education.

- Cultivating a vibrant learning experience, motivating us to pursue our individual best.
- Providing a festival of opportunity, enabling us to discover new passions and develop new talents.
- Building a kind-hearted community, inspiring us to enhance the lives of others.

Safeguarding:

Bede's School complies fully with the Department for Education Guidance *Keeping children safe in education* and is committed to safeguarding and promoting the welfare of children and young people. The job holder is expected to share this commitment and comply with all associated internal policies and procedures.

Delegated Authority:

Full responsibility, on behalf of Bede's Summer School, for Unaccompanied Minors.

Additional Information

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This role is Temporary	Saturday and Sunday shifts between 2/7/23 to 12/8/23.
Safer recruitment in Education	All posts are subject to the receipt of a satisfactory DBS certificate, references, medical checks, proof of identity and copies of qualifications, where a requirement of the role.