

Job description and person specification

Bede's is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Job description

Job Title:	Summer School Admissions Executive
Reporting to:	Summer School Admissions Manager
Main purpose and duties of the role	
<p>The objective of the Summer School Admissions Executive is to provide an excellent service for Agents and Parents. The Admissions Executive facilitates an excellent booking and customer support experience as a representative of the Bede's Summer School Head Office Team as well as increasing the number of enrolments through confident promotion of Bede's Summer Courses.</p> <ul style="list-style-type: none"> • Safeguarding: To support the Trust's commitment to Welfare and Safeguarding by adhering to all policies and promoting and upholding standards. • Enquiries: To follow up all enquiries (including via the online chat service on a rota basis) ensuring the delivery of accurate, relevant and personalised information in order to convert as many enquiries into enrolments as possible. Enquiries are always followed up and dealt with swiftly and appropriately. The information given is accurate. Responses are personalised. Excellent levels of customer care. Enquiry-to-booking conversion rates are reviewed annually. Excellent telephone manner. Good understanding of the product and the needs and expectations of the client. Ability to promote Bede's strengths and make appropriate suggestions in order to achieve a booking. Customers' needs are recognised. • Enrolments, Payments & Visa Support: To be an active and integral part of the admissions team, processing and managing enrolments and payments and undertaking all admissions-related administrative tasks including data entry into Bede's Management Information System and Visa Support. • Admissions Management: To assist with Bede's enrolment and admissions procedures in order to achieve a speedy, accurate and seamless booking process for all Bede's customers (agents and parents), maintaining excellent levels of customer care and diligence. • Centre Liaison: To communicate with Centre Management Teams important information regarding arrivals, departures, requests, academies, feedback etc. • Promoting the Product: To promote Bede's summer courses to prospective Parents and Agents effectively by having an in-depth knowledge of Bede's courses and centres, determining the needs and expectations of each client, promoting Bede's strengths and making suggestions and recommendations in order to secure an enrolment. Thorough knowledge of all Bede's courses and 	

products.

- **Online Booking & Online Payments:** To update, monitor and manage Bede's online booking and payment portals to facilitate enrolments. Bookings are processed the same day, accurately and always according to procedure. There are minimal mistakes. Payments are collected on time, missing payments are chased and payment amounts are always accurate.
- **Team Support:** To assume additional projects as directed by the Summer School Director and Assistant Director in order to meet operational and staffing needs and be trained and proactive to support other departments as required in peak times or when covering leave out of peak season
- **Problem-solving:** To deal with, investigate and resolve any minor problems resulting from unfulfilled special requests, misunderstandings or small/minor complaints on behalf of Parents or Agents sensitively and efficiently in order to maintain high levels of customer care and uphold the good name of Bede's. Problems are dealt with quickly, are always investigated and resolved, protecting the interests of Bede's always. Parents and Agents are informed of the outcome as quickly as possible. All major/serious complaints are passed to the Director and Assistant Director. Queries are dealt with speedily and professionally; problems are and followed-up and escalation policies and procedures are always adhered to.
- **Salto Cards:** Manage the production, printing, and distribution of SALTO access cards for all students and staff members
- **Group Leaders:** Ensure compliance by gathering all necessary documentation and overseeing the completion of comprehensive security checks for Group Leaders.
- **Compliance:** To assist with the collation of documents in line with the Accreditation UK criterion as directed by the Director and Assistant Director of the Summer School.
- **Availability Management:** To manage and communicate Bede's availability, ensuring that language quotas are adhered to and that we maintain availability for direct enrolments for as long as possible and highlight areas for proactive sales activity.
- **On Call:** When the Summer School is in session, to carry the Head Office emergency on-call telephone (on a rota basis) to provide a full and reliable emergency contact service for Agents and Parents.

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.

Key Interfaces

1. The Director & Assistant Directors of the Summer School
2. Agents & Parents
3. Seasonal Centre Management Teams & Staff

- 4. All Summer School Head Office Staff
- 5. Bede's Finance Department
- 6. Host School representatives & External Suppliers

Operating Environment and Context of the Role

Bede's Summer School is a highly successful enterprise and well-renowned part of the overall St Bede's offering. Students attend from over 60 different countries.

The team are constantly thriving to develop and enhance the reach and offerings that are available to ensure the summer school maintains its excellent reputation. As well as taking responsibility for the delivery of accountabilities under their direct control, all members of the Head Office team are expected to make a significant contribution to the overall effectiveness and running of the Summer School, particularly during the immediate run-up to and throughout the Summer School experience.

In this pivotal and highly influential role, the job holder is accountable for many key aspects that contribute directly to the success of the Summer School; as such, this role requires wide-ranging skills, an excellent work ethic, extremely high levels of commitment and a flexible approach to working. Being accountable for the much of the liaison with Agents and Parents this role contributes directly to the success (or failure) of the Summer School.

Working closely and collaboratively with the Director, Assistant director and wider Head Office team, adaptability and flexibility are critical skills, as is a cheerful, positive and can-do attitude, which is a pre-requisite of the job. The jobholder needs to be able to think quickly and to show common sense and attention to detail in a wide range of situations.

The jobholder is an ambassador of Bede's Summer School and is expected to contribute to upholding the good name of Bede's and to maintaining and where possible, strengthening, the Summer School's excellent reputation in the local, national and international community.

The ability always to "see the bigger picture" and to make decisions according to what is best for Bede's Summer School is crucial.

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Person Specification

The person specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed Application Form and covering letter (A), at interview (I) and in some instances by an exercise (E).

Requirements	Essential / Desirable	Measured by A, I, E
Experience and Qualifications		
Experience in Admissions/Customer Relationship Management	E	A, I

Experience of working in a Summer School environment & knowledge of the EFL industry	D	A, I
Knowledge and Skills		
Computer literate and excellent computer skills including working with application tracking systems/portals and booking databases	E	A, I
To have good interpersonal and communication skills including written English in email and telephone/online meeting manner	E	A, I, (E)
Personal competencies and qualities		
Excellent organisational skills and attention to detail when processing bookings and payments	E	A, I
Solution-oriented thinker and proactive to spot, pre-empt and solve problems	E	A, I

Additional information:

- **40 hours per week**
- **Bede's is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All offers of employment are subject to satisfactory references and an Enhanced DBS check**

Written by Danny Kenward

Date: February 2026.