

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:	Airport Coordinator
Reporting to:	Transport Manager
Line management responsibility for:	N/A
Main purpose of the role	
<p>To oversee and manage the smooth running transfers operation at a specific airport terminal or train station to ensure safety and wellbeing of all students whilst also providing an exceptional welcome and goodbye to students.</p> <p>Briefing Meetings: To attend a briefing meeting virtually, to receive the necessary information and be fully briefed on the day's schedule.</p> <p>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.</p> <p>Meet & Greet: To meet and greet all arriving students, and any parents or group leaders who may be travelling with students, in a friendly and warm manner, supervising and looking after students while they wait for transfers to their specific centres. Ensure students are safely and efficiently seen to their arranged transfer, and safely handed over to other Bede's Summer School staff members to escort them on their transfer.</p> <p>Transfer Management: To manage the 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. To check flight information in order to troubleshoot any foreseeable delays or possible problems. Support students with the check-in process, ensuring they understand how to find their way to security and know how to find their gate once through security.</p> <p>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.</p> <p>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. To assist students with any problems they may have, i.e. lost luggage, and to be flexible when dealing with unexpected situations.</p>	

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.

Status Reporting to Head Office: To inform the Transfer Manager of any deviation from the daily schedule including students not on flights, flight delays, transportation delays, missed flights or trains, unexpected Unaccompanied Minors, alternative arrangements, etc. so that accurate and up-to-date information is always available for Head Office.

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.

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.

Promoting Good Conduct: To be aware of, monitor and manage students' conduct and behaviour to promote a harmonious international community in which every student can be confident and unafraid to voice opinions and thrive, no matter what their beliefs, customs, or differences.

Other Responsibilities: To undertake such other reasonable duties from time to time as the summer school may reasonably require.

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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
Education and Qualifications		
GCSE English and Maths or Equivalent	E	A
Knowledge and Skills		
Excellent communication skills	E	I
Ability and disposition to solve problems	E	I
Experience		
Experience of working with children, ideally in an international context	E	A/I
Familiar with airport locations (Gatwick & Heathrow), and London St Pancras	D	A/I
Personal competencies and qualities		
Ability to work calmly and efficiently under pressure	E	I
Ability to provide the highest standards of customer care	E	I
Other Requirements		
Excellent time keeping and flexibility	E	I

Additional information:

Bede's Summer School, which attracts students from 50+ countries from the ages of 6 to 20, is a highly successful enterprise and renowned part of the overall Bede's offering. All staff are 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 centre.

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, 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 the Airport and Logistics Managers, 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 be required to 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 student 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.

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 29/06 - 16/8 and be prepared to work up to 10-12 hours per day. Airport Coordinators must be flexible and reliable due to ever changing situations and delays that may happen during student transfers.

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.

Reviewed: October 2025