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:	**Administrator**
Reporting to:	Centre Director, Senior Administrator
Line management responsibility for:	N/A

Main purpose of the role

To provide a competent and efficient PA & Administrative Service to the Centre Director and ensure the smooth and fully-effective running of the Office which acts as the administrative hub for the Summer School.

PA & Administrative Service: Provide a PA & Administrative Service to the Centre Director, producing reports, taking and writing minutes, proofreading documents, and filing, to support the Centre Director with their day-to-day administrative tasks and duties.

Enquiries & Centre Email: Respond to all enquiries made on behalf of students, staff, host school employees and all other stakeholders connected with Bede's Summer School (by telephone, email or in-person) courteously and appropriately, responding with accurate, relevant, and personalised information and passing on messages straight away to provide the highest levels of customer care and uphold the good name of Bede's. To personally manage the centre email mailbox. Ensure the Centre Office is staffed throughout the day for any student or in-person enquiries.

Visitors: Welcome all visitors (mainly Parents and Agents) warmly, offering refreshments where appropriate, providing assistance throughout their visit and being responsible for them in order to provide a positive visitor experience and comply with all Health & Safety and Child Protection regulations. Bede's Visitor procedures and protocols must always be followed.

Check-in/out: Deliver a fully effective check-in/out service to students, handling cash sensitively, completing all relevant paperwork, collecting all relevant student documents, updating database records, and ensuring all procedures are followed to provide a speedy, friendly and efficient service to all arriving/departing students.

Flight Information: Check student flight information for all arrivals and departures using airport and airline online and telephone information systems and cross-referencing departure information against students' actual flight confirmations and tickets, to ensure a smooth and error-free transfer service from/to the airport and Bede's.

Airport Transfers (Students): Effectively communicate all elements of airport transfers with various people. This will involve working with the Head Office Transfer Team to check all transfer details are correct. The Centre Director will allocate staff to the transfers, whilst the Welfare Manager and House staff will ensure students are aware of their departure times and prepared. You will also liaise with taxi, minibus, and coach drivers where necessary, and parents or agents. Prepare arrival and departure packs for staff conducting student transfers.

Transfers (Staff): The Administrator will play a key logistical role in ensuring the smooth movement of staff by managing all transportation bookings as directed by the Centre Manager or Transfer Manager. This responsibility includes promptly and accurately booking a variety of transport methods, which may involve coordinating airport transfers, arranging local taxis or private hire vehicles, and securing train tickets for staff travelling to or from the centre. The Administrator is expected to maintain meticulous records of all bookings, costs, and schedules to support the centre's operational efficiency and adherence to budget guidelines.

Hire Cars: Oversee the use of the Hire Cars, ensuring driving logs are completed and to carry out daily visual checks, reporting any damages immediately to the Director of Summer School.

Cash Management: Distribute pocket money (to students) and petty cash (to staff) discreetly and securely, updating Database records and reconciling budget, floats, and accounts on a daily basis, delivering a professional and competent cash administration service in order to ensure successful and fully efficient centre operations.

Data Entry & Record Keeping: Input information into the Summer School Database as required as part of the centre administrative function to enable Bede's to carry out its services to students and staff accurately and efficiently. Ensure that paperwork, transactions and records in the centre are accurate and that files are organised and accessible.

Risk Assessments/Health & Safety: Read and understand the risk assessments relevant to the role ensuring that Health and Safety policies and procedures are being adhered to in order for the students to be safe at all times.

Head Office Support: Provide and supply information to the Head Office Admissions Team relating to students or to any part of the programme (academic, social) as may be required for them to respond to enquiries from agents and parents with personalised and accurate information.

Problem-solving: Deal with and resolve any minor problems, issues or misunderstandings relating to students, competently and appropriately, following Bede's escalation procedures, to maintain high satisfaction levels amongst attending students and avoid any potential complaints, disputes or grievances against Bede's.

Safeguarding: Promote and safeguard the welfare of all children and young people you come into contact with, ensuring you are aware of, and complying with, all safeguarding policies and procedures.

Pastoral Care: To constantly be mindful of students' attitude, performance and conduct to ensure their physical and emotional well-being and to inform the Welfare Manager and/or Centre Director of any concerns.

Set Up and Pack Down: All centre staff are responsible for and required to help with the set up and pack down of the centre. This will be subject to contract length, therefore you may only be required to help with set up or pack down and not required for both.

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		
Qualifications in administration/secretarial work are preferred	D	A
Knowledge and Skills		
Basic admin skills (telephone, typing, data entry)	E	I/E
Proficient in Google Workspace	D	I/E
Strong and demonstrable organisational skills	E	I/E
Good oral and written communication skills and excellent telephone manners	E	I
Experience		
Some experience of working in an office environment	E	A
Experience dealing with international/foreign clients is preferred	D	A/I
Some experience of working in a customer service environment	D	A/I
Personal competencies and qualities		
Warm and positive approach to engaging with customers, with proven ability to build rapport with key stakeholders	E	I
Ability to solve problems and deal with difficult customers	E	I
Other Requirements		
Knowledge of a foreign language is preferred	D	I

Additional information:

Bede's Summer School, which attracts students from 50+ countries between the ages of 5 to 20 years, is a highly successful enterprise and a renowned part of the overall Bede's offering. All staff are challenged, both individually and collectively, to share the Summer School's ethos and actively contribute towards the Summer School achieving its objectives.

The working environment can be highly pressured and very demanding, as there are often many enquiries to respond to on behalf of students, staff, parents and agents, last-minute changes to schedules, missing details to chase, students to find, paperwork to complete and many minor issues to resolve on a daily basis.

The Administrator will usually be the first point of contact for students, staff, parents, agents, and host-school staff visiting the Office and they must deliver a warm and welcoming greeting service and deliver exceptional levels of customer care whilst complying with Health & Safety and Child Protection regulations.

They must have their finger on the pulse as to what is happening at all times and take full responsibility for the smooth and effective running of the Office, which acts as the administrative hub for the centre.

As such, much resilience is required by the job holder, as well as the ability to prioritise work, working accurately, efficiently and effectively in a fast-paced office environment in order to maintain a calm, effective and professional approach to the task at hand and provide a first-class reception and customer care service to students, staff, group leaders, parents and agents alike.

Working closely and collaboratively with the Centre Director, adaptability and flexibility are critical skills, as is a cheerful, positive, and can-do attitude, which is a prerequisite of the job. The job holder needs to be able to think quickly and show common sense and a strong attention to detail in a wide range of situations.

The job involves much handling of cash (pocket money and petty cash), often in front of staff and students; it goes without saying that the utmost care and discretion is required to ensure the safety and security of cash at the centre. As such, the Administrator should have great organisational skills to keep track of all money.

The working day is long, intense, and often quite challenging (especially on arrival and departure days when there are lots of things happening at the same time) but it is also varied and fast-paced and of course, living and working with young people can be immensely rewarding.

Administrators will maintain appropriate boundaries between themselves and the staff and students with whom they come into contact during their duties. They are expected to lead by example and are ambassadors of Bede's Summer School. As such, they must contribute to upholding the good name of Bede's and at all times, whether on duty or off duty, in uniform or not, Administrators must act appropriately and do nothing that may compromise or jeopardise the School's excellent reputation in the local, national and international community.

Administrators are residential to enable Bede's to offer students a first-class pastoral and welfare service. Even when off duty, Administrators must be willing to "leap into action" in case of any emergency that may arise, especially during the night.

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 who have the necessary wide-ranging skills, experience, disposition, and commitment to help us achieve our goal of being the very best Summer School.

Bede's Summer School 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 pre-employment checks, references, and an Enhanced DBS check.

Reviewed: November 2026