

BEDE'S

Job Title	Logistics Manager
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Reporting to	Centre Director / Assistant Director of Summer School
Key Purpose of the Job	This pivotal role has the responsibility of ensuring Bede's achieves its goal of providing a first-class transport and transfer service in which every student is met on his or her arrival and that they feel safe and comfortable and transported to their designated centre as quickly as possible.
Reviewed by	Danny Kenward
Date	November 2022

Key Accountabilities

- Transfers:** To organise the schedule for arrivals and departures and where possible collaborate with the other Bede's Centres for cost efficiency, in order to provide a professional Transfer Service in which every student is met on time on their arrival and checked in in plenty of time for their flight on departure. To assign staff and transport to every transfer accordingly and implement and personally oversee and manage arrival and departure days.
- Staffing:** To be fair and consistent when allocating staff to transfers, making sure that different members of the team are allocated an "early" shift.
- Transport:** To liaise with the relevant manager (Activities, Academic or Welfare) and the Bede's Transport department or approved external agencies to ensure timings and the correct transport has been arranged for any centre events which require a transfer to the designated location.
- Hire Cars:** To oversee the use of the Hire Cars, ensuring driving logs are completed and to carry out daily visual checks, reporting any damage immediately to the Operations Manager.
- Tolls:** To advise the Operations Manager of any Bede's Hire Cars using Toll roads, bridges or Tunnels on the day it occurs to avoid any penalty charges being issued.
- Rotas: (Dicker/Lancing Only):** To complete staff days off and duty rotas for the Teaching, Activities and Welfare departments, taking into consideration any requested days off whilst ensuring a fair and consistent approach and allowing enough cover in each area to maintain ratios. Ensuring Staff are working the set shift patterns as set out by Bede's.
- Communication:** To organise and run a weekly meeting with all staff to confirm that they are fully aware of the details and logistics regarding any transfer they have been placed on for that week.
- Feedback:** To Collect and collate feedback from staff, students, Agents, Parents and Head Office and look for potential ways in which to improve the transport/transfer provision so that each and every person involved receives an outstanding service.

Measures

- Every single student is met on time on arrival days and transferred quickly and safely to the centre with minimal waiting times. On departure, students arrive at the airport in plenty of time to check in for their flight. Every student catches their flight home. There are no complaints.

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2. Staff considerations are taken into account and that a fair and consistent approach is taken when allocating staff to transfers
3. Transport bookings are made sufficiently in advance and are accurate according to requirements; cost and quality control are undertaken; constant monitoring of requirements; changes to bookings are implemented swiftly; minimal cancellation costs are incurred. Spending is within or under budget.
4. Daily checks are carried out, logged, and feedback is given to the operations manager on a weekly basis so that hire cars are kept in good condition at all times.
5. Tolls are paid on the day of a car using the Toll road to avoid any penalty charges accruing.
6. Rotas are done in advance and no staff member works over their contracted hours.
7. Staff are informed as soon as possible as to what transfer they have been allocated.
8. Feedback is collected, analysed, and any changes are implemented immediately to improve the level of service offered.

Key Dimensions Impacted by the Job

1. Up to 270 students per week, depending on the centre.
2. Students aged from 6 to 20 yrs, depending on the course.
3. Up to 65 staff employed in any one week.
4. 100+ active Agents

Key Skills and Experience

1. A University degree in any discipline is preferred.
2. Minimum 1-year experience in managing staff.
3. Must have experience working in an office environment.
4. Experience working in a language/summer school/educational/residential context would be beneficial.
5. Experience dealing with international students is essential.
6. The ability to work efficiently and effectively in a fast-paced, highly changeable, highly pressured and often challenging environment is essential.
7. A strong awareness of Health & Safety (specifically as it relates to residential accommodation) is essential.
8. Strong and demonstrable organisation skills.
9. Ability to solve major issues and problems with/between staff and students is required.
10. Must be a proficient user of MS Office and Google Workplace applications.
11. Must have basic office & admin skills (telephone, typing, data entry).
12. Good oral and written communication skills and an excellent telephone manner.
13. Knowledge of at least one foreign language is preferred.

Key Interfaces

1. Activities Manager
2. Academic Manager
3. Welfare Manager

4. Administrator
5. EFL Teachers
6. Activities Leaders
7. House Parents
8. Students
9. Parents
10. Agents
11. Transport Department
12. Head Office staff

Operating Environment and Context of the Role

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

The Logistics Coordinator has the responsibility for ensuring transportation for the weekend student arrival and departures are completed effectively without any disruption to the students.

You will also have the responsibility to ensure hire cars used by Bede's are kept in the condition they are initially received, whilst ensuring all driving logs are completed, daily vehicle checks are carried out and any tolls accrued by a car are paid immediately.

The Logistics Coordinator also has the responsibility to complete the staff rotas taking into consideration any requests by staff for special occasions.

You will be responsible for upholding the reputation and good name of Bede's and will be expected to put the needs of the school and its students first at all times.

Working very closely with the management team, other centres, and the Operations Executive to see where transport jobs can be combined for efficiency.

The working day is extremely varied and no two days are the same. Weekends are extremely busy and hectic with the expected disruptions from various airlines. There will be issues and problems to resolve, constant interruptions from staff, students and visitors, paperwork to complete, phone calls to take and meetings to attend. In spite of this busy environment and the hectic nature of the job, the Logistics Coordinator is expected to ensure high standards are maintained, deal promptly with any incidents or issues and to anticipate any potential problems.

The day will be long, tiring and often quite challenging due to the physical and mental pressures of the job, but it will also be extremely varied, spontaneous and fast-moving and you will feel a real sense of achievement, camaraderie and teamwork at the end of the course.

Vision and Mission

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

BEDE'S

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

- Diagnose and treat common ailments
- Administer homely remedies and prescribed medication
- Distribute cash to staff and students

Additional Information

This role is Temporary	Contracts between July to August 2023
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.