

# BEDE'S

<b>Job Title:</b>	<b>Airport Coordinator</b>
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<b>Reporting to</b>	Operations Assistant
<b>Key Purpose of the Job</b>	To manage the whole transfer operation at a specific airport terminal or train station in order to provide a smooth, safe and efficient transfer service for Students of Bede's Summer School.
<b>Reviewed by</b>	Danny Kenward
<b>Date</b>	November 2018

<b>Key Accountabilities</b>	
<b>1. Briefing Meetings:</b>	To attend a meeting at Bede's Summer School Head Office before travelling to the airport or train station on arrival and departure days, so as to receive the necessary information and be fully briefed on the day's schedule.
<b>2. Central Point of Contact:</b>	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.
<b>3. Transfer Management:</b>	To manage the whole transfer operation at a given airport terminal or train station competently and confidently, ensuring minimal waiting times in order to achieve the highest standards of customer service for students, parents and agents.
<b>4. Unaccompanied Minors (UMs):</b>	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 in order 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.
<b>5. Problem Solving:</b>	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.
<b>6. Risk Assessments/Health &amp; Safety:</b>	To read and understand the risk assessment 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.
<b>7. Status Reporting to Head Office:</b>	To inform the Operations Executive / Operations Manager 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 available to Head Office at all times.
<b>8. Feedback Reporting to Head Office:</b>	To provide daily feedback to the Operations Executive / Operations Manager to ensure effective and first class service is maintained.
<b>9. Pastoral Care and Safeguarding:</b>	To be observant of students' behaviour, attitude, conduct and performance in order to ensure their physical and emotional well-being and to include any concerns in the daily feedback report to the Operations Executive / Operations Manager

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## Measures

1. Full attendance at briefing meetings, full understanding of the day's schedule, all necessary information relating to transfer operations is received, taken to the airport, looked after 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 maintained at all times, close liaison with the relevant stakeholders: Operations Assistant, Assistant Principal (Operations), centre staff, 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 Operations Manager is informed immediately and the relevant Risk Assessment is written.
7. The Operations Executive/ Operations Manager is kept well informed about the current status of transfer operations at the designated terminal.
8. Complete and timely end-of-day reports are submitted to Head Office outlining any particular successes, problems and "near-misses" 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.

## *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.

## Key Interfaces:

1. Operations Assistant
2. Assistant Principal (Operations)
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.

After an early morning brief at our Head Office in Upper Dicker, the post-holder will travel to a London Airport – usually Gatwick, Heathrow or Stansted – where they will be based the whole day on Saturdays and Sundays during the Summer School period.

Airport Coordinators make sure our students are safely met and escorted to their Centre by the appropriate member of Bede's staff as efficiently as possible. They need to be helpful and welcoming, and to take responsibility for some students for a time, particularly Unaccompanied Minors and students who have not yet been met by the staff member responsible for escorting them to the Centre. Airport Coordinators have similar responsibilities when students leave, ensuring that all our students have a smooth start to their journey home.

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 much resilience, humour and patience.

Airport Coordinators need to be friendly and confident when dealing with students, parents, agents, group leaders, Centre and Head Office staff, drivers, airport officials and airline staff. They must be well-organized and on top of their brief, and also able to assimilate and communicate new information quickly, and to make sound decisions in rapidly changing circumstances, always putting the welfare of students first.

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 and again at the end of their stay when they leave our care.

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.

## **Safeguarding:**

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Bede's Summer School complies fully with the DCSF Guidance '*Safeguarding Children and Safer recruitment in Education*' and is committed to safeguarding and promoting the welfare of children and young people. The jobholder 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.