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:	**Transfer Manager**
Reporting to:	Director of Summer School, Assistant Director of Summer School
Line management responsibility for:	Airport Coordinators

Main purpose of the role

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 it met on their arrival and that they feel safe and comfortable and transported to their designated centre as quickly and efficiently as possible.

Arrival and Departure Transfers: To oversee the successful leadership of the summer transfers in line with Bede's policies. To organise the schedule for arrivals and book all arrival transfers using coaches, hire cars, Bede's minibuses or taxis, for all centres. Where possible, to oversee the collaboration between Bede's Summer School Centres for cost efficiency. In order to provide a professional Transfer Service in which every student is met on time on arrival, and checked in with plenty of time for their flight on departure with key support available as described in Bede's marketing.

Staffing: To line manage the Airport Coordinators, ensuring they are competent and motivated to a high standard.

Transfer Packs: To prepare transfer packs to give to Airport Coordinators, ensure all information is current and accurate. This will include: arrival times, terminal, expected passengers, meet and greet schedule with accurate phone numbers for staff, drivers, etc.

Live Sheets/Database: To update sheets and/or the Summer School database with real time data when changes happen so that Head Office, Transfer Team members and Centre Management Teams all have up to date information on changes.

Rotas: To complete the weekend scheduling of staff across all airports and train stations, as well as communicating this to centre teams.

Training, Induction and Performance Management: To ensure effective training of the Airport Coordinators and oversee the training of Residential and Weekend staff to ensure they are fully aware, and prepared for weekend transfers.

Communication: To organise and run weekly briefings (daily meetings Saturday and Sunday) 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.

Emergency Phone: To be responsible for answering the transfer emergency phone through Saturday - Sunday. Dealing with any issues that arise, updating details and reporting to the necessary staff.

Transfer Details and Admissions Support: To enthusiastically support the collection of transfer details from parents and agents in coordination with the Admissions Team.

Troubleshooting: To support teams to proactively and efficiently solve transfer issues relating to delays, vendor failures, etc.

Unaccompanied Minors: To oversee the accurate and timely allocation and information flow ensuring that Unaccompanied Minors are met by the correct person with ID, supporting letters and other required information to ensure a smooth client experience.

Safeguarding: To 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.

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		
A university degree in any discipline	D	A/I
Knowledge and Skills		
Proficient user of Google Workspaces	E	I/E
Basic office and admin skills (telephone, typing, data entry)	E	I/E
Excellent oral and written communication skills	E	I/E
Strong and demonstrable organisational skills	E	I/E
Experience		
Minimum 1 year experience managing staff	E	A/I
Experience in transfer management	D	A/I
Experience working in a language/summer school/educational/residential context	D	A/I
Experience working in an office environment	E	A/I
Personal competencies and qualities		
The ability to work efficiently and effectively in a fast-paced, highly changeable, highly pressured and often challenging environment	E	I/E
Ability to problem-solve major issues and problems with/between staff and students	E	I/E
Other Requirements		
Knowledge of at least one foreign language	D	A/I

Additional information:

Bede's Summer School, which attracts students from 50+ countries from the ages of 6 to 20 years old, is a highly successful enterprise and 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 Transfer Manager has the overall responsibility for ensuring transportation for the weekend student arrival and departures are completed effectively without any disruption to the students. This includes booking all airport arrivals using coaches, hire cars, Bede's minibuses and taxis, for all centres.

The Transfer Manager will train, line manage and monitor the Airport Coordinator Team. This will include conducting transfer briefings and preparing transfer packs. Appraising and developing the performance of the transfer team and service delivery function during the summer, taking ownership and developing action plans where necessary to improve standards.

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 Transfer Manager will deal with a range of different people, such as Bede's and airline/airport staff, students, taxi drivers, coach drivers, group leaders, agents and parents, as such, the ability to remain calm whilst maintaining excellent time management is essential.

During the weekend, you will be based at our Dicker centre in Head Office, where you will be dealing with any incoming emergency phone calls, helping to keep things running on time and making decisions in regards to any delays or issues that may arise.

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.

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 and train stations. 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 Transfer Manager is expected to ensure high standards are maintained, deal promptly with any incidents or issues and to anticipate any potential problems.

Arrival and Departure days are very long and the working environment can be highly pressured, especially on the busiest days when hundreds of students arrive or depart. There are often delays, last-minute changes to schedules and a variety of issues that need to be resolved, as such, it is essential the job holder can deal with these in a calm, collaborative and professional manner.

All the managers within the Transfers Team are expected to assist each other in their individual duties as and when required/requested by the Assistant Director of Summer School.

Transfer Managers 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, Transfer Managers must act appropriately and do nothing that may compromise or jeopardise the School's excellent reputation in the local, national and international community.

Our goal is to give students an educational, culturally-enriching, enjoyable and memorable summer experience in a safe and supervised setting. We only employ managers 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.

Reviewed: October 2025