

# BEDE'S

<b>Job Title</b>	<b>Administrator</b>
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<b>Reporting to</b>	Centre Director
<b>Key Purpose of the Job</b>	To provide a competent 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.
<b>Reviewed by</b>	Danny Kenward
<b>Date</b>	November 2022

## Key Accountabilities

- 1. PA & Administrative Service:** To provide a PA & Administrative Service to the Centre Director, typing letters, producing reports, taking and writing minutes, proofreading documents, and filing, to support the Centre Director with their day-to-day administrative tasks and duties.
- 2. Enquiries & Centre Email:** To 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.
- 3. Visitors:** To welcome all visitors (mainly Parents and Agents) warmly, offer refreshments where appropriate, provide assistance throughout their visit and be responsible for them to provide a positive visitor experience and comply with all H&S and Child Protection regulations. Bede's Visitor procedures and protocols must be always followed.
- 4. Check-in/out:** To deliver a fully effective check-in/out service to students, handling cash sensitively, completing all relevant paperwork, updating database records, and ensuring all procedures are followed to provide a speedy but friendly service to arriving/departing students.
- 5. Flight Information:** To check 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.
- 6. Cash Management:** To distribute Petty Cash (to staff) and Pocket Money (to students) 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 effective centre operations.
- 7. Data Entry:** To 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.
- 8. 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, in order for the students to be safe at all times.
- 9. Head Office Support:** To provide and supply information to Head Office 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.

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**10. Airport Transfers:** To undertake airport transfers warmly and positively, following all timings accurately, to provide a competent and professional meeting and departure service of the highest quality and with minimal waiting times.

**11. Problem-solving:** To deal with and resolve any minor problems, issues or misunderstandings relating to students or staff, 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.

**12. 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 or Centre Director of any concerns.

## Measures

1. Letters, reports, and minutes of meetings are produced swiftly and correctly, filing is accurate, and deadlines are met.
2. Enquiries are dealt with swiftly and appropriately and all information given is entirely appropriate, relevant, and accurate. Responses are personalised. Excellent telephone manner and a positive, confident demeanour is portrayed in all face-to-face exchanges. Excellent levels of customer care are always maintained.
3. All visitors to the centre are greeted with a warm, friendly, and can-do attitude. Refreshments are offered when appropriate. Visitors are always accompanied by a Bede's Staff Member. Visitor procedures are followed.
4. Students are checked in/out swiftly and according to the procedure. Paperwork is completed properly and accurately, and database records are updated. Cash handling is discreet, and all cash is locked away in the safe at the earliest opportunity. Students leave with all belongings on departure.
5. All airport flight times, airports and airport terminals are checked and confirmed as correct for arrivals and departures at least 2 days before the transfer takes place. All conflicting information is investigated and double-checked. The Database is kept up to date.
6. All cash transactions are handled sensitively and with the utmost discretion. Cash, no matter how small the amount, is never left lying around. All cash is counted out in front of students/staff to prevent mistakes. Database records are updated daily. Floats are counted and reconciled daily. Cash handling procedures and protocols are always followed. Final weekly Petty Cash accounts are given to Head Office on time and are 100% accurate.
7. Data is inputted accurately and according to the agreed time frames. Information is double-checked, where appropriate.
8. Risk Assessments are read and are fully understood. If no Risk Assessment is available, the Activities Manager is informed immediately, and the relevant Risk Assessment is written.
9. Information to Head Office is supplied quickly and responds to their needs.
10. Arriving at the airport in sufficient time, students are picked up in a timely manner and transported to their correct location, a friendly and warm welcome is always offered. Airport Coordinators are contacted at every stage of arrival or departure.
11. Minor issues and problems are dealt with and resolved quickly, providing high levels of customer satisfaction. There is a genuine desire to help students and staff. All serious/major problems and complaints, especially those involving Agents and Parents, are escalated to the Centre Director immediately.

12. Any concerns are acted upon, logged, and followed up. A friendly but professional staff-student relationship is always maintained.

## **Key Dimensions Impacted by the Job**

1. Up to 270 students per week, depending on the centre.
2. Students aged from 6 to 20 years, depending on the course.
3. Up to 65 staff are employed in any one week.
4. 1 or 2 Administrators at any one centre.

## **Key Skills and Experience**

1. Qualifications in administration/secretarial work are preferred.
2. Must have experience of working in an office environment.
3. Must have basic admin skills (telephone, typing, data entry).
4. Experience in dealing with international/foreign clients is preferred.
5. Experience working in a language/summer school/educational context would be beneficial.
6. Ability to work efficiently and effectively in a fast-paced, highly changeable, highly pressured, and often challenging environment.
7. Ability and disposition to solve problems and deal with difficult customers.
8. Must be a proficient user of MS Office and Google Workplace applications including Outlook, Word, Excel, Docs and Sheets.
9. Good oral and written communication skills and excellent telephone manners.
10. Knowledge of a foreign language is preferred.

## **Key Interfaces**

1. Centre Director
2. Welfare Manager
3. Activities Manager
4. Academic Manager
5. Activities Leaders
6. House Parents
7. EFL Teachers
8. Students
9. Parents
10. Agents
11. Head Office
12. Host School Staff (particularly domestic)

## **Operating Environment and Context of the Role**

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Bede's Summer School, which attracts students from 50+ countries between the ages of 6 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.

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 and work accurately 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.

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 attention to detail in a wide range of situations.

The job involves much handling of cash (Pocket Money, Petty Cash and Departmental Budgets), 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.

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 considered 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 Managers who are willing to accept this

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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.

## Vision and Mission

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

**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:

- Check students in and out
- Access to Petty Cash, Student Pocket Money, and Departmental Budgets
- Collecting and distributing students' pocket money.

## 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.