

Job Title	Administrator
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Reporting to	Centre Director
Key Purpose of the Job	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.
Reviewed by	Danny Kenward
Date	November 2018

Key Accountabilities

- 1. PA & Administrative Service:** To provide a PA & Administrative Service to the Centre Director, typing letters, producing reports, taking and writing minutes, proof-reading documents and filing, in order to support the Centre Director with his/her 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 so as 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, 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 H&S and Child Protection regulations. Bede's Visitor procedures and protocols must be followed at all times.
- 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 in order 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, so as 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

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to any part of the programme (academic, social) as may be required in order for them to respond to enquiries from Agents and Parents with personalised and accurate information.

- 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 when necessary, in order 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 in order to ensure their physical and emotional well-being and to inform the Welfare Manager or Centre Director of any concerns.

Measures

1. Letters, reports, minutes of meetings are produced swiftly and correctly, filing is accurate, 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 maintained at all times.
3. All visitors to the centre are greeted with a warm, friendly and can-do attitude. Refreshments are offered when appropriate. Visitors are accompanied by a Bede's Staff Member at all times. Visitor procedures are followed.
4. Students are checked in/out swiftly and according to 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 taking 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 followed at all times. Final weekly Petty Cash accounts given 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. Arrival at airport in sufficient time, students are picked up in a timely manner and transported to their correct location, a friendly and warm welcome is offered at all times, Airport Coordinators are contacted at every stage of an 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 more 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 maintained at all times.

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 55 staff employed in any one week.
4. 1 or 2 Administrators at any one centre.

Key Skills and Experience

1. Qualifications in admin/secretarial are preferred.
2. Must have experience of working in an office environment.
3. Must have basic admin skills (telephone, typing, data entry)
4. Experience of dealing with international/foreign clients is preferred.
5. Experience of 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 applications including Outlook, Word and Excel.
9. Good oral and written communication skills and excellent telephone manner.
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

Bede's Summer School, which attracts students from 50+ countries from the ages of between 6 to 20 years, 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

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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 jobholder, 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 in 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 pre-requisite of the job. The jobholder needs to be able to think quickly and to 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.

It is absolutely crucial that Administrators maintain appropriate boundaries between themselves and the staff and students with whom they come into contact during the course of 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 jeopardize 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 situation 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 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.

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Safeguarding

Bede's 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:

(Clear statement of any Delegated Authorities, to ensure we have clear, documented control over who can perform what task)

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