

The post holder will undertake a wide range of administrative duties to support the Manager of Overseas Courses in the planning, organisation and running of our overseas English Camps. The post holder will be part of a small, busy team working to arrange English language courses for young learners in their home countries, predominantly Italy.

General administration

- Contribute to the general smooth running of the English Camps (overseas courses) department
- Provide general administrative support to the Manager of Overseas Courses
- Continue the smooth running of the English Camps office in the absence of the Manager of Overseas Courses
- Contribute to the organisation and running of any staff training days
- Maintain clear and efficient filing systems
- Operate and update the department database with a high level of accuracy
- Review and compile reports on feedback at the end of the season
- Be a point of contact for staff email and phone enquiries, either dealing with them or passing them on to the appropriate person
- Work on specific projects as requested by the Manager of Overseas Courses

Course administration

- Prepare individual course timetables to fit specific requirements and staff skills
- Update and produce new administrative materials such as feedback forms, course reports, staff data forms etc.
- Process information received and file in an organised manner
- Produce information packs, including digital copies, and distribute to staff
- Organise distribution and return of information packs for all courses

Travel organisation

- Under the guidance of the Manager of Overseas Courses, research, cost and book appropriate travel for staff to all course locations
- Ensure all bookings are appropriately notated and information passed on to staff in accordance with departmental procedures

Course development

- In collaboration with the Manager, develop and produce new course materials and guidance
- Maintain standardised appearance for course materials through design of worksheets and other materials

Digital archive

- Maintain an online file sharing system to make all necessary materials available to staff.
- Maintain users and give access appropriately

Recruitment

- Work with the Manager to advertise for and recruit appropriate staff
- Receive, read and select appropriate CVs for interview according to departmental criteria
- Supervise the summer administrative assistant in organising and notating the recruitment process

Visits abroad

- When necessary, act as a representative of the company while visiting existing or prospective camps
- Observe and support staff while they are working on camps, maintaining appropriate records

Pay and tax

- Administer staff pay and tax information under the direction of the Operations Manager
- Collect and record staff pay, expenses and tax details accurately and securely
- Supervise administrative assistant in maintaining records
- Collate pay information and provide appropriate tax information for payroll administration
- Ensure any staff enquiries into pay or tax are followed up appropriately

English Camp finances (all in collaboration with the Operations Manager and Manager of Overseas Courses)

- Collect, record and store payment details from Italian host families and make accurate payments at appropriate times
- Collect data from English Coordinators to write and send out invoices for courses
- Calculate, distribute and check return of cash floats for all courses

General duties

- Undertake on call duties, especially over days of travel, to support staff and the Manager in the smooth running of camps.
- Contribute to the general smooth running of the Norwich school as requested and sanctioned by the Manager of Overseas Courses