

The post holder will undertake a wide range of administrative duties to support the Manager and Administrator of Overseas Courses in the planning, organisation and running of our overseas 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.

### **Main duties and responsibilities**

- General administration
  - contribute to the general smooth running of the English Camps department
  - providing support to the Manager of Overseas Courses and Administrator as requested
  - continuing the smooth running of the English Camps office in the absence of the Manager of Overseas Courses and the Administrator
  - contribute to the organisation and running of any staff training days
  - contribute to the general smooth running of the Norwich school as requested and sanctioned by the Manager of Overseas Courses
  - maintain and manage a clear filing system
  - reviewing and compiling reports on feedback at the end of the season
  - be a point of contact for staff email and phone enquiries and either passing them on to the appropriate person or dealing with them.
  
- Under the guidance of the Manager and Administrator, organise and administer the application process of summer staff, including:
  - contacting staff by phone and email to book appointment times
  - making correct paperwork (CVs, interview forms) available to the interviewing staff on a daily basis
  - contacting referees to request references
  - notifying applicants as to the outcome of their interview in a timely fashion
  - keeping accurate records of all of the above, using both spread sheets and a tailor-made database
  
- Under the instruction of the Manager of Overseas Courses, produce, send out and track return of staff contracts (approx. 250 over the summer period)
  
- Update and maintain information stored in the database, including:
  - accurate input of data
  - monitoring staff use of database
  - generating information using templates
  
- Under the guidance of the Administrator, prepare and distribute information and materials for staff working on camps including:
  - administering an online file sharing system
  - editing and checking timetables
  - printing and preparing information packs