

The post holder will report to the PA to the Director and be part of a small, busy team working largely to arrange the social programme and homestay side of the English language courses the school offers for young learners (aged 12-18). The post holder will primarily undertake a range of duties to support the Welfare and Accommodation Officer in providing the best possible experience for our students.

Normal hours of work: Monday to Friday 09:00-17:30

Main duties and responsibilities

Accommodation:

- Under the supervision of the Accommodation and Welfare Officer:
 - Ensure that all student details are accurately added to the database
 - Process homestay host applications and update their records in the database
 - Help administer the process of applying for and collating information for DBS checks
 - Visit homestay host accommodation to assess for suitability for the task
 - Provide general administrative support

General duties:

- Participate in the general smooth running of the school including answering the telephone, providing reception cover and maintaining a welcoming atmosphere for our students and group leaders
- Assist in tidying and maintaining the smart appearance of the reception and student areas
- Make small purchases and collecting ordered tickets as required
- Support the Receptionist in the preparation of documentation needed to welcome new students
- Provide administrative support to ensure the social programme is well organised and running smoothly
- Undertake other tasks from time to time as deemed necessary by the Director

On call duties: (Additional payment is made to undertake on call duties)

- To be carried out on a rota basis, usually for one week in every five.
- Carry the on call phone to deal with out of hours queries from students, group leaders and homestay hosts
- Liaise with activity leaders to ensure appropriate information is kept up to date
- Remain at the school for an additional 15 minutes on the first day of a new group to ensure all students depart safely
- Meet arriving and departing groups; ensuring all students are safely matched with their homestay hosts
 - Additional payments are as follows:
 - Discos £25 per evening
 - General on call duties £8 per week day duty
£12 per weekend day or Bank Holiday
Actual call out £7.50 per hour
 - Meeting a group of up to 25 students £15
 - Meeting a group of more than 25 students £25
 - Group departure of up to 25 students £12
 - Group departure of more than 25 students £15