

Residential Administrator, 2017

Discovery Summer runs a range of innovative high quality residential summer courses for young learners/teenagers in top independent schools around the UK as well as 'day' courses for adults, teenagers and young learners in Kensington. Our students enjoy learning skills through a range of language activities in English. On our residential courses English children take part in both lessons and activities.

In our 2014 British Council inspection we were awarded 13 strengths out of a possible 15. Discovery Summer is currently ranked as the top multi-centre summer school in the UK.

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Please read "**Information for Applicants – Residential Courses 2017**" available to download from www.discoverysummer.co.uk/employment.php for details of course dates, salary and application procedure.
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Job Overview

You work very closely with the Course Director, in a fast paced environment, to ensure that the centre's administration is efficient. In conjunction with the Welfare Officer/House Parents, you help ensure the welfare of all course participants. You are also, with the Course Director, the person who provides a warm welcome to all students and visitors to the centre. You are a member of the Senior Management Team.

Person Specification**Essential**

- Excellent administrative/IT, organisational and record keeping skills
- Good knowledge of Word/Excel
- Proven ability to deal with a range of situations and to work under pressure for long hours
- Experience of working with young learners/teenagers

Desirable

- Full driving licence and own car and willingness to use for business purposes (Business insurance and mileage will be covered by Discovery Summer)
- Pastoral/welfare experience
- First aid qualification (Discovery Summer will pay for a 1 day first aid course if necessary)

Reporting to

Course Director and the Managing Director

Dress code

Smart clothes (i.e. No casual jeans, T-shirts or shorts) to be worn

Working Hours

- Working hours at the centre will be long and the work will be intense.
- You will have one 24 hour period off per week plus additional time off during some working days
- Whether you are on or off duty, you will be expected to put the welfare of the students and staff first
- You will be asked to sign a waiver regarding the 48 hour working week

Pre-course (before arrival at the centre)

- Read the Staff Handbook and Discovery Summer publicity materials (brochure, website, blogs) and raise any queries you may have with Head Office or your line manager

- Reply to emails from your Course Director so that he/she can get to know you and begin liaising about the course
- Read the Senior Staff Handbook and raise any queries you may have with Head Office (HO)
- Attend Administrator training session as required (usually in London)
- Familiarise yourself with the Discovery Summer Cloud and Portal so that you can guide staff to use them effectively
- Be clear on all matters relating to the centre (rules, use of facilities etc.)
- Be clear on all matters relating to any groups joining the course who may have special programmes

Pre-course (at the course centre)

- Set up course office/systems on arrival at the centre and assist other members of the senior team
- Welcome and register all staff and check staff documents as required by Head Office
- Liaise with Travel Coordinator at Head Office regarding student arrivals

During the course

- Follow guidelines as outlined in the staff handbook and the Administrator checklist and explained by your Course Director (CD)
- With CD, welcome all course participants (students, English Student Hosts, Group Leaders, staff and Discovery Summer visitors) and external visitors and ensure they are well looked after
- Make sure you are clear about what time any non-residential English Student Hosts will be arriving and departing each day and what system is in place to check them in/out each day
- In conjunction with your CD, share responsibility for course administration and course finances. This includes accurate record keeping regarding all course participants, course centre facilities and any special sports options in conjunction with relevant team members
- In conjunction with your CD share responsibility for the safekeeping of students' pocket money, damage deposits, valuables, passports, tickets, medication, etc. liaising with Group Leaders as appropriate
- Make sure any pocket money left over from excursions is handed in to the course office or locked away and make sure students are clear that DS does not accept liability for theft or loss of property in our safekeeping or in any other locations (see insurance cover)
- Set up banking system and hold regular pocket money sessions
- Liaise with Social Director (SD) to ensure that he/she is up to date with social budget expenditure/balance of account
- Help the CD with rooming of staff and students, ensuring that any noted special requests are met, that nationalities are mixed and that students are comfortable and supervised
- Ensure the course office is well-organised and never left unlocked whilst unattended
- Take minutes at the daily staff meeting and store and circulate as appropriate
- Be responsible for the sale of telephone/SIM cards
- Answer the office telephone and check emails. Try to resolve simple queries and pass on more complicated matters to the appropriate member of the senior team
- Ensure CD/HO informed immediately of any serious problems
- Liaise with HO on a daily basis and ensure that any important information received from HO is acted on and shared with other members of the senior team
- Ensure all incidents, however minor, together with action points are recorded in the portal
- Assist with updating the blog if required

- Sleep in a room in close proximity to students and carry out wake up/bed time/meal time duties as required. You will be accommodated at the course centre in a single room in a student residence
- Respond sensitively to any pastoral matters and report any concerns to the CD
- Ensure that you follow Health & Safety guidelines and report any issues of concern to the CD
- Help the Group Leaders as much as possible to ensure that their group are happy
- Carry out all other reasonable duties

Medical

- Liaise with non-residential nurse to ensure she sees any 'unwell' course participants and that care plans are implemented and recorded
- Take students to the medical centre/A&E as required
- Supervise administration of medicines (in conjunction with the House Parents/Welfare Officer)
- Supervise care of ill students who are not attending lessons or activities (in conjunction with the House Parents/Welfare Officer)

End of and Post-Course

- Ensure shutting down the centre is done efficiently and does not have a negative impact on the students
- Manage pack up of the course office, ensure it is left as found and assist with packing/clearing other areas
- Ensure all course records are complete and submitted to Head Office
- Write an end of course report within 5 days of the course-end.

All Discovery Summer Staff must:

- Commit to safeguarding and promoting the welfare of all course participants (students, English Student Hosts, staff, group leaders and Discovery Summer visitors) at all times
- Provide the best possible language learning, social and cultural experience for the students
- Provide a high-level of customer care to students and all those associated with them
- Work cooperatively with both Discovery Summer colleagues and host centre staff
- Follow the guidelines in Staff Handbooks regarding the standards expected in your job and how to deliver them
- Maintain confidentiality (in accordance with Discovery Summer's Data Protection Policy)
- Provide full and proper planning and recording documents as required
- Carry out directions from Head Office and comply with all legal and professional organisation requirements
- Present yourself well; being of smart appearance, appropriate to the role and using appropriate language
- Act in a thoroughly professional manner and uphold the good reputation of Discovery Summer

Discovery Summer's policy regarding alcohol, smoking and substance abuse

You are working with children. Consuming alcohol and substance abuse are not permitted at any time on campus or during working hours. Smokers may only smoke in designated areas when off duty. Staff must be fit to supervise students at all times. Failure to abide by these rules will be treated as a serious disciplinary matter and could lead to immediate dismissal.