



Graduate Administrator

About us

Discovery Summer specialises in running top quality English language, skills and activity courses for children and families from 60+ countries who come to the UK during their summer holidays.

We are accredited by the British Council and in our 2018 inspection were awarded 14 strengths out of a possible 15. We have a reputation as a quality organisation, for innovation and for excellent customer service. Many of our staff, and students, return year after year.

About the role

You will work at our Head Office at **33 Kensington High Street, London, W8 5EA.**

The role is varied and includes general administration, research, sales and accounts. You will be working with our small, dynamic, professional Head Office team of 7 people.

Throughout the year you will deal with sales enquiries and student enrolments. You will also be in charge of book-keeping and recording incoming and outgoing payments. You will assist other staff to plan the fine details of the summer courses including researching excursion destinations and exciting activities for our students.

During the summer season (end June to mid-August) you will be dealing with a high volume of enquiries, bookings and general questions from parents, representatives, staff and host centres. You will also be liaising with host centres and suppliers to ensure the smooth running of our summer courses. You will also undertake a variety of other administrative tasks and support the rest of the team.

Person specification

We are looking for a graduate who:

- Has excellent written and spoken communication skills
- Is quick to learn and has initiative
- Has a keen eye for detail
- Is efficient and well-organised
- Is patient and helpful when dealing with international clients (many of whom are not fluent in English)
- Has a confident telephone manner
- Enjoys working as part of a small professional team
- Has a proven aptitude for work with figures and is keen to learn/undertake book-keeping
- Has an interest in sales and marketing
- Has a genuine interest in education
- Can work under seasonal pressure. May to August is a very busy period.

Skills/experience:

- Office administration
- Customer service
- Good working knowledge of Word and Excel (essential) and MS Access and Publisher (desirable)
- Proven ability to take initiative and manage own workload
- Proven ability to prioritise and multi-task
- Previous knowledge of book-keeping/SAGE (desirable)
- Knowledge of other languages an advantage
- Keen to learn new skills

Key Responsibilities

1. Enrolments – enrolling students on Microsoft Access database, sending out confirmations/invoices/visa and insurance documentation and ensuring that all invoices to parents/representatives are raised, and duly settled on time.
2. Sales/Customer Service – responding to telephone, email and walk-in enquiries, mailing brochures to prospective students/representatives from 60+ countries and updating database with new contacts.
3. Learning/undertaking SAGE book-keeping, maintaining financial records, dealing with banking queries, processing credit card payments, raising invoices, checking and paying supplier invoice, reconciling accounts.
4. Liaising with suppliers - host schools, social, sports and entertainment providers, and our overseas representatives.
5. General office duties – including answering the phone and providing administrative support to other staff.
6. Preparing for summer courses – liaising with host schools (regarding rooming, meals etc.), liaising closely with Discovery Summer staff employed at summer centres to ensure courses are adequately prepared and staff are updated with changes.
7. Social programme – planning and organising excursions, making bookings, updating centre programmes
8. Statistics – updating student bookings information, producing reports to keep track of e.g. student bookings, nationality trends.

During high season (June to August)

1. Supporting Discovery Summer centres - ensuring that our staff and the host centres are supplied with all necessary information both before and during the courses to ensure seamless transmission of information from HO to the centres
2. Customer care - dealing with representative, parent, student and staff queries/problems

3. Social programme – updating bookings as necessary and ensuring that relevant staff and suppliers have the information they need.

This job description is not a definitive list of all tasks.

Additional information

Salary:	£26,000-£28,000
Bonus:	A discretionary bonus is offered each year in December
Pension:	Statutory pension contributions
Hours:	09:00-17:30 Monday to Friday. During busy summer period (May – mid-August) you will be expected to keep up with the workload which will involve longer daily working hours and some weekends.
Holiday:	28 days per annum including public holidays plus some additional days between Christmas and New Year. Holidays cannot be taken during busy period (May to mid-August)
Training/CPD:	Opportunities during the quieter season to pursue relevant areas of interest
Closing date:	As there is no closing date you are advised to submit your application as soon as possible
Start date:	Late February/early March 2019
Application process:	Candidates should email their CV and covering email stating why they are the right person for the job to Mary Shipley, Manager mary@discoverysummer.com Short-listed candidates will then be emailed a recruitment test. Candidates who complete the test successfully will be invited to an interview
Trial Period:	8 weeks during which there is a one week notice period
Reporting to:	Manager

All candidates must prove they are eligible to work in the UK.

Discovery Summer is committed to ensuring the safeguarding of children and young people and we expect our staff to share this commitment. To this end, all references will be followed up, gaps in CVs must be explained satisfactorily and appropriate suitability checks will be required prior to confirmation of appointment.