

In our [2018 British Council inspection](#) report we were awarded 14 strengths out of a possible 15.

Job Overview

You will 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 will help ensure the welfare of all course participants. You are also, with the Course Director, the person who ensures a quality experience for all parties; providing a warm welcome to all students and visitors to the centre. You are a member of the Senior Management Team.

Person Specification

| | | | |
|---|--|---|---|
| Role Title | Residential Administrator | | |
| Reporting to | Course Director | | |
| Dress code | Smart clothes (i.e. No casual jeans, T-shirts or shorts) to be worn | | |
| | Essential | Desirable | Method of assessment |
| Qualifications | | | |
| Experience | <ul style="list-style-type: none"> • Previous experience of working with children/teenagers • Proven capacity to work alongside colleagues, contributing effectively to a team • Proven ability to work to exacting standards with an eye for detail • Demonstrable inter-personal and customer care skills | <ul style="list-style-type: none"> • Previous employment with Discovery Summer • First Aid qualification (<i>Discovery Summer will pay for a 1 day First Aid course if necessary</i>) • Full driving licence, own car and willingness to use for business purposes (<i>Business insurance and mileage will be covered by Discovery Summer</i>) • Experience of creating online content e.g. Blogs | Application form and CV Interview Professional references |
| Skills and Knowledge | <ul style="list-style-type: none"> • Previous experience of working with children/teenagers in a residential setting • Demonstrable administrative, organisational and numerical skills • Good working knowledge of Word and Excel • Provides a clear and accurate model of the English language • Culturally aware, sensitive to the needs of all course participants • Committed to safeguarding and promoting the welfare of all course participants at all times | <ul style="list-style-type: none"> • Experience of financial administration/book keeping | Application form and CV Interview Professional references |
| Personal attitudes and qualities | <ul style="list-style-type: none"> • Excellent communication and interpersonal skills and genuinely enjoys working with young people • Resourceful and can take the initiative | | Application form and CV Interview Professional references |

| | | | |
|--|--|--|--|
| | <ul style="list-style-type: none"> • Has high professional and personal standards • Ability to deal with a range of situations simultaneously and to work under pressure for long hours • Open to receiving feedback and want to develop new skills • Creative, flexible and fun | | |
|--|--|--|--|

Course Dates

| Course Centre | Staff Induction <i>(Senior staff start at least 2 days earlier)</i> | Course Dates | Contract Length + pre-course induction | Age Range |
|---|--|---|---|-------------------------|
| Radley College Oxfordshire | Monday 8 July Tuesday 9 July | Wednesday 10 July – Wednesday 14 Aug | 1, 2, 3, 4 or 5 weeks | 11-14 or 14-17 years |
| Shrewsbury School Shropshire | Monday 1 July Tuesday 2 July | Wednesday 3 July – Wednesday 31 July | 3 or 4 weeks | 11-16 years |
| ACS Cobham Surrey | Wednesday 26 June - Friday 28 June | Saturday 29 June – Saturday 27 July | 2 or 4 weeks | 12-16 years |
| Woldingham School Surrey | Monday 8 July Tuesday 9 July | Wednesday 10 July – Wednesday 7 August | 2 or 4 weeks | 8-13 years |
| Marymount International School Kingston-upon-Thames | Thursday 27 June Friday 28 June | Saturday 29 June – Saturday 3 August | 3, 4 or 5 weeks | 8-13 years |
| Winchester College Hampshire | Saturday 13 July Sunday 14 July | Monday 15 July – Monday 5 August | 2 or 3 weeks | 14-17 years |

Working Hours

- You will work 6 days a week
- Our programmes are action packed - working hours at the centre will be long and the work will be intense
- You will have one 24-hour period off per week
- Whether you are on or off duty, you will be expected to be contactable and to put the welfare of the students and staff first
- You will be asked to sign a waiver regarding the 48-hour working week

Salary and benefits

- **£487 per week**
- Statutory holiday pay **£58 per week** (calculated at 12.07% of gross salary)
- Set up and induction (usually 3-4 days) paid pro-rata
- Full board accommodation is provided – worth **£52.85 per week**
- Discretionary end of contract/performance bonus
- Work as a part of a strong team, gain experience working with international students, develop new skills
- Relevant training e.g. First Aid

Pre-course (before arrival at the centre)

- Read the Senior 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
- Attend the Senior Staff Training Weekend (12-14 April, 2019) and/or the Administrator training session (usually in London, in June)
- Complete any pre-course tasks, as required
- Familiarise yourself with the Discovery Summer Cloud and Portal (training will be provided, normally on the mock Portal)
- 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
- In conjunction with the senior team, plan and participate in the staff induction

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
- Set up banking system and hold regular pocket money sessions
- Liaise with Head Office and the Course Director to ensure that any budgets allocated for social/academic stock are maintained
- 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 daily staff meetings 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)
- Complete all documentation 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 so as to 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.

Last updated: 29/11/2018