



**Job Title** : Short Courses Administrator  
**Responsible to** : School Office Manager  
**Department** : School Office  
**Last reviewed** : August 2021

### Job Outline and Purpose:

In 2022, Haileybury will be delivering its own International Summer School. We are currently designing the programme which will have an academic focus and be aimed at international students aged 11-16 with varying levels of the English language. The courses will include an impressive range of activities and some exciting excursions to top-end destinations.

The purpose of the Short Courses Administrator role is to Support the Summer School Director in delivering this high-quality, international summer school programme in a professional, cost-effective and efficient manner in accordance with the School's overall strategic objectives to maximise positive brand awareness in the global education sphere.

Beyond the immediate Administration and Summer School teams the post holder is expected to develop close working relationships with parents, agents, external suppliers and stakeholders across the School, including academic staff and support staff.

The nature of a 24hr a day, 7 days per week residential summer school, and the liaison with clients from different cultures and in different countries around the world require staff to work flexibly, and there may be a requirement for the job holder to work early mornings, evenings and weekends.

### Duties:

The post-holder will:

- deal with enquiries from agents, parents and other stakeholders
- work according to project needs, discern work priorities, and meet deadlines with little supervision, and be willing to work occasional evenings and weekends
- provide outstanding customer service, be an enthusiastic professional, and be able to build relationships with internal and external customers
- establish and manage processes to record and share details of all excursions and activities
- establish and manage processes to organise, record and share details of all student assessments
- establish and manage processes for effective management of pastoral care during the summer school
- be responsible for formatting and standardising appearance of summer school documents

- manage the summer school blog/vlog for the duration of the summer school
- act as a point of contact for parents and agents before and during the summer school
- assist management to design and implement efficient and effective working systems and to review and improve such systems over time, as required
- ensure that all work is supported with an appropriate paper trail i.e. supported by a filing system that contains clear and accurate working papers
- make use of appropriate computer software, equipment and facilities in order to complete duties in the most efficient and effective way including word processing packages, spreadsheets, databases, etc.
- be prepared to support with operational activities (airport transfers, excursions, activities etc.) as needed during the summer school
- support the Director of Studies with the administration of Trinity exams, reports and certificates
- help to arrange and participate in the staff induction programme and the pupils welcome / farewell events
- collate and report on feedback from staff and pupils
- in quiet periods, to undertake any main school administration tasks as directed by the School Office Manager

It should be noted that this job description identifies the current principal duties of the post; it does not detail every task to be undertaken. The post-holder will be required to undertake any duties as required by the Line Manager, which fall within their capabilities or the requirements of the Summer School.

## **Person Specification**

### **Experience**

- Proven experience in an administrative role
- Experience of a busy, multi-disciplined, international environment
- Proficient in Microsoft Office and Google Suite
- Experience of working in an international summer school or language school would be advantageous

### **Skills**

- Highly articulate self-starter with a confident personality
- High level of computer literacy, and familiarity with Google Suite and Microsoft office packages
- Excellent communication skills both spoken and written
- Ability to understand and operate within a dynamic international summer school environment
- Well organised with the ability to prioritise work to deadlines and under pressure
- Ability to work in a way that promotes the safety and wellbeing of children and young people

- Ability to maintain confidentiality with tact, diplomacy and discretion
- Intercultural competency and the ability to engage with non-native speakers of English from a variety of backgrounds
- Ability to work in a team and individually, using own initiative
- Flexible with the ability to adapt to changes to work schedules
- Accurate with an eye for detail
- Good numeracy and literacy skills
- Enthusiastic with the ability to learn
- Honest, polite, reliable, resourceful, flexible, punctual and committed
- A knowledge of another language would be desirable but not essential

### **Qualifications**

- A good standard of education
- Safeguarding level 1 certificate desirable (the successful applicant will be required to complete this course as a minimum requirement at the start of the employment)

### **Child Protection at Haileybury**

In addition to their job description, the job holder should be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons who they may come into contact with whilst at Haileybury.

### **Health & Safety at Haileybury**

Under the Health and Safety at Work etc. Act 1974 and associated legislation, colleagues at Haileybury are expected to comply with H&S requirements at all times, including but not limited to Risk Assessments, COSHH, PPE, Manual Handling and to follow Haileybury policies/procedures. Specifically, colleagues must continuously carry out all duties in a manner, which endangers neither themselves nor others. If you consider something is unsafe or likely to cause injury or ill health, you must rectify it if safe to do so, or report it to your immediate manager or the Health and Safety Manager.

### **Data Protection at Haileybury**

The School will comply with its obligations under the prevailing data protection legislation when processing your personal data. For further detail in this regard you should refer to the School's Data Protection Policy and the Staff Privacy Notice which can be found on the website <https://www.haileybury.com/privacy-notice>

### **Code of Conduct Statement**

Colleagues at Haileybury are expected to work together showing respect, courtesy and helpfulness, cooperatively working with a positive ethos and culture, whatever the staff member's position may be. Each individual should try to see and appreciate what others are doing and understand that the provision that we offer our pupils can flourish only with the active assistance of all concerned.