

## **SBC OFFICE COORDINATOR (RESIDENTIAL)**

---

### **JOB DESCRIPTION**

#### **ABOUT SUMMER BOARDING COURSES**

Since 2009, SBC International (SBC) has welcomed Young Learners, aged between 8 and 17 years old, from **151 different countries** to study our courses in some of the most prestigious academic institutions in the UK, including Eton College and Oxford University.

SBC is committed to providing our students with an exceptional experience. To create the global citizens of tomorrow, we guarantee a truly multinational learning environment which encourages cross-cultural learning, collaboration and friendship.

SBC is the first, and currently only, summer school provider in the UK to have achieved a perfect 15 Areas of Strength in a British Council inspection. In the EL Gazette ranking tables for UK Junior Courses, SBC has been ranked Number 1 in 2018, 2019, 2020 and 2021. We are very proud of this achievement and will continue to grow and develop our courses to offer students extraordinary experiences.

Whilst international travel restrictions have been in place, we have worked closely with a number of boarding schools to provide holiday courses for their students who have been unable to return home. We look forward to utilising this experience to provide a safe, secure, and enjoyable experience for our students and staff in the coming year.

#### **Ways we support our Managers:**

- Fully paid DBS check
- Paid attendance to pre-course Management Training
- Extensive, paid, on-site training prior to student arrival
- All meals and accommodation included
- CPD and Appraisals
- Staff Wellbeing Programme
- Continual support for **all** staff from the Head Office Team, both on the ground and via phone/email
- Online safeguarding and working with international children training
- Professional, fun and supportive environment

#### **THE ROLE**

The Office Coordinator has a significant administrative role within the summer school management team, ensuring the office is a vibrant, effective & organised workspace. Key administrative responsibilities include handling on-site finances, preparing and overseeing off-site activities, implementing HR administration on-site, managing all student arrival and departure administration and maintaining office & IT stock. Strong communication, organisational and administration skills are essential, alongside the ability to work flexibly and under pressure.

The Office Coordinator is responsible to the Summer School Director and will also work under the direction of SBC's Head Office Finance, Programme and HR teams.

*Please note – this is not an exhaustive list of duties*

#### **Main Duties:**

- Lead responsibility for the administration of the on-site summer school financial records:
  - Using Microsoft Excel, collect and input receipts for all credit & debit card spending.
  - Manage on-site petty cash to include distributing petty cash slips, collecting and inputting receipts and monitoring and recording the daily balance using Microsoft Excel.
  - In liaison with the SBC Financial Controller, manage minor staff cash reimbursements on site.
  - Assist with the collection & distribution of student pocket money (site specific systems apply)
  - Maintain close & regular communications with the SBC Financial Controller and finance team.

- Follow detailed guidance notes from Head Office to finalise preparation of excursions:
  - Create excursion registers, reconfirming numbers & timings with coach companies & attractions.
  - Prepare staff excursion packs & lead excursion briefings for Activity Leaders and Teachers.
  - Sign-off Risk Assessments and ensure that excursion registers, itineraries and maps are accurate and stored in line with SBC's Emergency Action Procedure.
  - Debrief with the Excursion Leader and send excursion feedback to Head Office.
- Follow detailed guidance notes from Head Office to finalise preparation of English Plus Activities:
  - Collate group lists, booking notes, risk assessments, itineraries & consent forms for each Off-site Activity, reconfirming numbers with off-site providers and mini-bus companies.
  - On English Plus days, lead English Plus Briefings with assigned staff, ensure the organised & timely departure of English Plus groups from school and monitor their return.
  - Debrief with English Plus staff and students and send feedback to Head Office.
- Take responsibility for supporting the SBC Head Office HR Team with HR administration on-site:
  - Using templates provided by Head Office, create and maintain the Staff Noticeboard
  - Prepare site specific staff arrival packs, staff uniform & ID cards for staff arrival on-site.
  - Under direction of the HR Team, collate outstanding paperwork to send to Head Office.
  - Work alongside the Summer School Director to plan and book off-site staff meals & socials.
  - Manage the collection of staff feedback throughout the summer, as directed by Head Office.
- Take a lead role in the set-up and upkeep of the Summer School Office and admin stock.
  - Set-up the Summer School Office & IT, liaising with the tech department where necessary.
  - Manage the Admin & IT Stock: unpack, store, maintain, monitor use & restock when needed.
  - Ensure the office is a clean, vibrant and organised work space throughout the summer.
  - Maintain the Office Log; including signing in and out visitors & administering parental visits
- Prepare and oversee the on-site administration for all student arrival and departure days.
  - Use mail-merge to print and collate documents for student arrival packs.
  - Set-up the check-in room and check-in desks and prepare refreshments.
  - Take a lead role in the welcoming & check-in of students and their families on arrival days.
- Be committed to the safeguarding and welfare of students in your care
- Adhere to all Health and Safety measures (including COVID safety measures, risk assessments and other policies and procedures)

#### **General Duties:**

- Work closely and effectively with the other members of the management team
- Communicate with parents both over the phone and face-to-face in a friendly and professional manner, handling any enquiries and requests efficiently
- Act as a representative of SBC and the school in the absence of the Summer School Director
- As with all residential work, be able to show a large degree of flexibility
- Help ensure that the students do not breach the rules of the school
- Engage with the students at all times, in a friendly but professional manner
- Assist at any time, whether on duty or not, with an emergency situation
- Assist with meal and break time supervision and other welfare duties when required
- Give post-course management feedback on staff and other elements of the course

#### **EXPERIENCE REQUIRED**

##### **Essential**

- Strong communication skills, ability to work under pressure, flexibility
- Previous residential summer school experience, ideally with international students
- Experience of organising excursions, events or other logistical operations.
- Meticulous organisational skills
- Proven strong administrative skills, including good knowledge of Microsoft Excel

### **Desirable**

- Experience of using Mail Merge and basic accounting administration.
- Experience working in a visitor facing role.
- Experience managing staff to lead excursions, events or other logistical operations.

### **SBC PERSON SPECIFICATION**

All members of staff employed by SBC will be expected to bring certain key qualities to the operation. There must be a professional interest in working with young people and particularly international children. Safety and welfare of the students is of paramount importance at SBC and a practical enforcing of this belief should be a quality exhibited by all staff.

### **We look for staff who are:**

- Approachable and empathic to the needs of students
- Enthusiastic & engaging
- Diplomatic
- Responsible
- Motivated and flexible within the summer school environment

*Although the Office Coordinator is not required to teach the English language lessons, we do expect them to be able to communicate effectively with our students, using an appropriate level of language to suit the group. Whilst the Office Coordinator role has a mainly administrative focus, there will be involvement with student activities in both a supervisory and a supportive capacity. They must always be friendly and demonstrate a genuine ability and interest in engaging with the children. The safety and welfare of our students is always of paramount importance.*

### **HOURS OF WORK**

Due to the nature of the role, the Office Coordinator's working week is not divided into sessions like other summer school staff. The Office Coordinator will normally have one day off per week.

### **CONTRACT INFORMATION**

Our courses run from the beginning of July to the middle of August. Please see our website for the exact dates and more information. <https://summerboardingcourses.com/work-for-us/>

Remuneration: Paid weekly, one week in arrears. The rate for 2022 is **£725\*** per week.

*\*Depending on experience*

### **TO APPLY**

Please apply online at: <https://summerboardingcourses.com/work-for-us/>

Any questions may be directed to us at: [recruitment@summerboardingcourses.co.uk](mailto:recruitment@summerboardingcourses.co.uk)

### **SHOULD YOU BE SUCCESSFUL**

- Any gaps in your CV will be enquired about and must be explained satisfactorily
- You will provide the details of two recent and relevant referees who we will contact
- You will be required to undergo a Disclosure and Barring Service check (DBS), and equivalent if living outside the UK
- You will be asked to sign the Children's Act 1989 declaration safeguarding the welfare of children, and state that you have no known reason why you cannot work with children
- Official identification and certificates (either originals or certified copies) will be required for our records

### **SBC SAFEGUARDING STATEMENT**

***Summer Boarding Courses is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. We have a comprehensive Child Protection Policy and procedures in place which all employees, volunteers and contractors are expected to adhere to.***