

Job Description

Administrator 2010

Reporting to

1. The Course Director.

Duties:

Pre-course:

- Read the Senior Staff Handbook and raise any queries you may have with Head Office (HO).
- Undertake a few days' preparatory work in advance of the course, attending Administrator training session as required.
- Set up course office/systems on arrival at the centre, assisting Director of Studies(DOS)/Social Director (SD) if required.

During the course:

Exploit every opportunity for students to learn and practise their English. Involve English Student Hosts and ensure nationality groups mix as much as possible.

- Follow guidelines as outlined in the Senior Staff Handbook, British Council Accreditation Handbook and explained by the Course Director (CD).
- With CD, welcome all staff, students and external visitors and ensure they are well looked after.
- In conjunction with your CD, share responsibility for course administration and course finances. This includes accurate record keeping of students, staff, student hosts, course centre facilities and any special options.
- 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.
- Manage, in conjunction with HO, the students' arrivals and departures.
- Set up banking system and hold regular pocket money sessions
- 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 circulate as appropriate.
- Be responsible for the sale of telephone/SIM cards and the tuck shop.
- Answer the office telephone and check emails. Take messages and try to resolve simple queries. Ensure CD/HO informed immediately of any serious problems.
- As soon as Daily Log from HO received (normally once a day) ensure you act on content and share with all members of senior team (CD/DOS/SD)
- Liaise with HO on a daily basis.
- Ensure daily log of all incidents, however minor, together with action points is recorded in the Incident Book /Daily Log and important happenings are sent by email to HO every evening
- Sleep in a room in close proximity to students, supervising as appropriate.
- Ensure the welfare of students at all times, responding sensitively to any pastoral matters.
- Take all necessary steps to minimise risk.

- Pack up the course centre as required.
- Help the Group Leaders as much as possible to ensure they and their group are happy.
- Maintain the good reputation of Discovery Summer.

Post Course:

- Complete an end-of-course report and be prepared to answer any minor queries that may arise.

Dress code:

Smart casual.

Working hours

You will receive one full day off each week as well as up to one third of a day off on working days.

You must expect to work hard. The working day is often a long one. Regardless of whether you are on or off duty you will be expected to put the welfare of students first.

You will be asked to sign a waiver regarding the 48 hour maximum working week.

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

Our centres are strictly non-smoking; a designated external smoking area may be provided. Never smoke in front of students.

Consumption of alcohol and/or abuse of substances at the course centre are not permitted at any time. Whilst you may consume alcohol whilst off-duty and not at the course centre, you must be fit to supervise students upon your return.

Failure to abide by these rules will be treated as a serious disciplinary matter and could lead to immediate dismissal.

**We rely on you as a vital member of the team.
We all depend on each other for the success of the course.
Our aim is for students and staff to have a safe, memorable and happy experience
with Discovery Summer.**