

You work very closely with the Course Director to ensure the centre's administration is efficient. You are also, with the Course Director, the person who provides a warm welcome to all students and visitors to the centre.

All Discovery Summer Staff

are expected to:

- Ensure the safety of the students and colleagues 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
- Act in a thoroughly professional manner, which includes:
 - working cooperatively with both Discovery Summer colleagues and host centre staff
 - following the guidelines in Staff Handbooks regarding the standards expected in your job and how to deliver them
 - providing full and proper planning and recording documents as required
 - carrying out directions from Head Office and complying with all legal and professional organisation requirements

You are working with children. Consuming alcohol, substance abuse and smoking are not permitted at any time on campus or during working hours. When returning from time off, all staff must be fit to supervise students. Failure to abide by these rules will be treated as a serious disciplinary matter and could lead to immediate dismissal.

Administrators

Reporting to: Course Director (CD) and to the Managing 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.

Commitment: The post is residential; you will be accommodated at the centre in a student residence. Working hours at the centre will be long and the work will be intense. You will have one full day off per week plus additional time off during working days. Whether you are on or off duty, you will be expected to put the welfare of the students first.

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