



JOB DESCRIPTION:

Administrative Assistant

Person specification:

- *Previous office and customer service experience desirable*
- *Good working knowledge of MS Office programmes (Word, Excel) essential*
- *Working knowledge of MS Access and SAGE, an advantage.*
- *Knowledge of European Languages, especially Italian, an advantage*
- *Must have a keen eye for detail, be flexible and happy to work (sometimes under great pressure) as part of a small team.*
- *During the low season (September – January) it may be possible to work part time.*

Reporting to

Manager

Based at

Head Office, Discovery Summer, 33 Kensington High Street, London, W8 5EA

Job purpose

To assist the HO team in dealing with international enquiries and student enrolments, co-ordinating student travel arrangements and helping with general office duties.

Key Responsibilities

1. Sales – handling telephone, email and walk-in enquiries, mailing brochures to prospective students/agents, updating database with new contacts and organising mail shots. In time, developing close working relationships with agents, staff and independent clients.
2. Enrolments – enrolling students on Microsoft Access database, sending out confirmations/invoices/visa documentation and ensuring that invoices to parents/agents are raised, and paid on time.
3. Co-ordinating student arrival and departure airport transfers – working with the information provided by parents/agents (and Administrators at each centre) to arrange all arrival and departure transfers. This may include visits to airports to meet and greet students.
4. Finance – keeping financial records, arranging bank transfers, credit card processing, checking incoming invoices. Entering financial data on SAGE (if trained to do so).
5. General Office Management – ensuring all office systems are recorded, well organised and efficient, plus normal office duties e.g. taking minutes of meetings..
6. Supporting senior Head Office staff – providing administrative support as required.
7. IT – Ensuring your own IT skills are exemplary so as to increase the overall efficiency of the company.

8. P.R. - after full familiarisation with all Discovery centres, assisting agents on visits to centres.
9. Recruitment – assisting with the recruitment English student hosts (on scholarship places)
10. Health & Safety - adhering to health & safety guidelines and all legal compliance, carrying out risk assessments/fire drills as necessary.
11. Training – attending training courses as required (e.g. Sage, Access)

Additional Duties (during high season)

1. Supporting Discovery Summer centres - ensuring that our centres are given all necessary information/lists both before and during the courses. In conjunction with others in the team, ordering stationery, academic and other resources, and providing centres with what has been agreed, and within budget.
2. Dealing with agent, parent, student and staff queries/problems. In the case of a complaint, immediately pass on to senior colleague.

Start date: As soon as possible
Salary: £22,000 gross p a + discretionary end of year bonus.
Hours: 09.00 – 17.30 Monday to Friday. During the summer, overtime will be necessary and time may be taken off in lieu during the low season.
Holiday entitlement: 24 days plus all public holidays.
No holiday may be taken from mid-May – mid-August inclusive.