



Graduate Administrator

About us

Discovery Summer, a family run business, specialises in running top quality English language, skills and activity courses for children and families from around 50 countries who come to the UK during the summer to improve their English, learn about Britain and British culture whilst enjoying an action-packed holiday.

Accredited by the British Council, we have a reputation for delivering high quality summer courses and providing excellent customer service. Many of our staff, and students, return year after year.

About the role

This is a full time permanent position based at our Head Office **33 Kensington High Street, London, W8 5EA.**

The role is varied includes general administration, research, sales and accounts. You will be a key member of our small, dynamic, customer-focussed Head Office team of five.

Throughout the year you will deal with publicity, sales and student enrolments from our international clients. You will be in charge of book-keeping and recording incoming and outgoing payments. You will also assist the team in planning the fine details of our programmes

During the busy summer season (June to early August) you will deal with a high volume of enquiries, enrolments and general questions from parents, representatives, staff and host centres. You will also liaise with host centres and suppliers to ensure the smooth running of the courses, undertaking a variety of administrative tasks in support of the team.

Person specification

We are looking for a graduate who:

- is efficient and well-organised
- is quick to learn and has initiative
- is patient and helpful when dealing with international clients, many of whom are not fluent in English
- has a keen eye for detail
- has excellent writing skills in English and a confident telephone manner
- has a proven aptitude for work with figures and is keen to learn/undertake book-keeping
- would enjoy the sales and marketing of our educational programmes
- is committed to safeguarding children and to ensuring their safety and welfare is a priority
- can work under seasonal pressure. June to August is very busy
- enjoys working to the highest standards as part of a small professional team.

Skills/experience required:

- Office administration
- Customer service
- Good working knowledge of Microsoft Office and Google Suite
- Proven ability to take initiative and manage own workload
- Proven ability to prioritise and multitask
- Enthusiasm to learn new skills
- Flexibility - and ability to work to tight deadlines.

Skills/experience desirable:

- Previous knowledge of book-keeping/SAGE
- Knowledge of other languages
- Good working knowledge of other software packages (e.g Canva, Typeform) and a willingness to learn
- Previous experience in the EFL industry
- Experience creating marketing materials and/or social media posts

Key Responsibilities

Due to the seasonal nature of our business, June - early August is very busy.

1. Enrolments – enrolling students on our database, sending out confirmations/invoices/visa and insurance documentation and ensuring that all invoices to parents/representatives are raised, and duly settled on time.
2. Sales/Customer Service – responding to telephone, email and walk-in enquiries, emailing publicity material to prospective international students/representatives and updating our database with new contacts.
3. Learning/undertaking SAGE book-keeping, maintaining financial records, dealing with banking queries, processing credit card payments, raising invoices, checking supplier invoices, reconciling accounts.
4. Helping to create marketing materials e.g. PowerPoint presentations, factsheets, social media posts.
5. Creating interactive forms/quizzes using Google forms, Typeform, Survey Monkey
6. Liaising with suppliers - host schools, social, sports, excursion venues and entertainment providers.
7. General office duties – e.g. answering the phone and providing administrative support as needed.
8. Social programmes – in conjunction with Discovery Summer Manager - planning and organising excursions, making bookings, updating programmes.

9. Statistics – updating enrolment information, producing reports to track e.g. student bookings, nationality trends.
10. Summer centre support - providing all necessary information to Discovery Summer staff and host centres both before and during the course to ensure the seamless transmission of information from HO - as well as sharing and responding to feedback.
11. Trinity Exam – enrolling students and liaising with Directors of Studies regarding students numbers

This job description is not a definitive list of all tasks.

All Discovery Summer employees must:

- Commit to safeguarding and promoting the safety and welfare of all course participants (students, staff, English Student Hosts, group leaders and Discovery Summer visitors) at all times
- Follow the staff code of conduct and guidelines in the Staff Handbook regarding the standards expected in your job
- Maintain confidentiality and adhere to Discovery Summer’s Data Protection Policy
- Carry out directions from senior management and comply with all legal and professional organisation requirements
- Present yourself well as appropriate to the role
- Act in a thoroughly professional manner to uphold the good reputation of Discovery Summer

Additional information

Salary:	£30,000 p.a.
Bonus:	A discretionary bonus is offered in December
Pension:	Statutory pension contributions
Hours:	09:00-17:30 Monday to Friday. During our busy summer period (June to early August) you will be expected to keep up with the workload which may involve longer daily working hours. Time off in lieu will be given for any weekend work.
Holiday:	28 days per annum including public holidays plus some additional days between Christmas and New Year. Holidays cannot be taken during our busy summer period.
Training/CPD:	Opportunities during the quieter season to pursue relevant areas of interest e.g. language classes
Closing date:	Wednesday 4 February 2026

Start date: March 2026

Application process: Candidates should complete the [online application form](#) (which will ask for a CV in Word or pdf format). If you would like to ask any informal questions before making an application, please email Mary Shipley, Manager, mary@discoverysummer.com
Short-listed candidates will be emailed a recruitment test.
Successful candidates will be invited for an interview.

Trial Period: 8 weeks during which there is a one-week notice period

Reporting to: Manager

Candidates will need to prove that they have the right to work in the UK.

Discovery Summer is committed to ensuring the safeguarding of children and young people and we expect our staff to share this commitment. To this end, all references will be followed up, gaps in CVs must be explained satisfactorily and appropriate suitability checks will be required prior to confirmation of appointment.