

JOB DESCRIPTION – SUMMER ADMINISTRATOR

Candidates are expected to spend time looking at the College website www.stclares.ac.uk which provides information about St Clare's and the courses we offer.

JOB SPECIFICATION	
Title of Post	Summer Administrator
Purpose of Role	The Summer Administrator is the first point of contact for teenagers and juniors enquiring about summer courses. As a representative of the college, it is essential that you make the right first impression on the individual parents and agents who get in touch with you. Success will depend on building a positive relationship with the client (by phone or email), delivering a high level of customer care, and entering data accurately into the booking system.
Department	<p>St Clare's Oxford is an independent, non-profit-making educational charity. Over the past sixty years it has become firmly established as an Oxford institution with the aim of 'advancing international education and understanding'.</p> <p>The Summer Courses, which will be your focus, operate from mid-June to late August. The whole college becomes a busy 'conference centre' with a wide range of short courses for juniors, teenagers and older students on three sites within the city. The Summer Admissions department covers the following courses:</p> <ul style="list-style-type: none"> • the full range of summer courses for teenagers and juniors; • closed group courses at various times of the year.
Reporting Structure	The Summer Administrator reports to the Operations Manager and liaises closely with the Academic Manager and the Director of the International College. The post will also involve liaison with the Short Courses Administrator, the Bursary team, the Summer Deans, the Activities Director, the Logistics Coordinator, and staff on the Junior campus team.
Key Responsibilities	<ol style="list-style-type: none"> 1. Gains and displays product knowledge of the full range of courses across college (with a particular focus on the following short courses: closed groups, summer programmes for juniors and teenagers). 2. Liaises with other members of the Summer team over the status of bookings and transfer details already entered into CLASS. Feed bookings numbers into the recruitment of the academic team on a regular basis. 3. Takes primary responsibility for direct enquiries by email, telephone and in person. 4. Supports direct and agent bookings throughout the registration process: responding to enquiries, monitoring or inputting student data in CLASS, invoicing, sending joining and visa documents, advising on transfers, taking payments etc. 5. Liaises with Bursary re the collection of payments. 6. Assists personally with arrivals on a minimum of two Sundays during the season (the salary takes this into account). In addition, there is a requirement to work up to four further Saturdays or Sundays depending on organisational needs, which will be paid at the hourly rate of £10.85. 7. Supports and covers for colleagues prior to and during the season as required by the needs of summer operational team: including transfers, agent bookings, ID cards, taxis, coaches, training etc and the summer academic team: classing, printing certificates, proof-reading reports, ushering students to marketing sessions 8. As bookings slow down mid-summer, identifies capacity for additional duties supporting the operational and academic teams. 9. Performs other related duties as required. <p>The successful candidate will be expected to adapt to the differing requirements of the role as the summer season approaches:</p> <ul style="list-style-type: none"> • There should be a free exchange of information in the summer office. Roles are largely interchangeable, and each member of the team will cover for colleagues in the interests of the client. • Pressure in the office builds as the courses become full and alternative start dates and accommodation are offered. Flexible working is also required from late June to late July.

TERMS AND CONDITIONS	
Terms of Employment	Full- time, fixed term contract from Monday 3 February to Friday 21 August 2020.
Place of Work	139 Banbury Road, Oxford, OX2 7AL
Hours of Work	35 hours per week, working 09.00 to 17.00 from Monday to Friday with a commitment to work some evenings and two Sundays (the salary takes this into account). In addition, there is a requirement to work up to four further Saturdays or Sundays depending on organisation needs, which will be paid at the hourly rate of £10.85
Probationary Period	1 month
Notice Period	2 Weeks
Salary / Pay	The pro-rated amount of £19,752.00, paid monthly for the fixed-term of the contract. This is Grade 3, point 3 of the St Clare's Scale for ACLS staff.
Holidays	Holiday entitlement will be a pro-rated amount of 22 working days for the duration of the contract (depending on start date), plus normal public holidays. Five days of this entitlement must be kept and taken during the last week of the fixed-term contract. Work on a number of bank holidays may be required (May and August), with time off in lieu (the College is usually open for all such public holidays during the period of the contract).
Pension	A contributory pension is offered through the College's group personal pension scheme or an existing personal pension scheme. In all cases the employer pays double the contribution of the employee, up to a maximum of 10% of gross salary. Employee contributions above 5% may be made but do not attract employer contribution.
Life Assurance	Death in service benefit is four times annual salary
Meal	A free lunch is provided in the College dining room or The Sugar House café on working days and when students are in residence.
PERSON SPECIFICATION	
<i>The successful candidate will have demonstrated the following essential skills and experience:</i>	
Education and qualifications	<ul style="list-style-type: none"> • Good level of computer skills (Word, Excel, etc.)
Knowledge, skills and experience	<ul style="list-style-type: none"> • Proven experience of prioritising workload and meeting deadline/ targets • Proven experience in a similar role • Proven ability to work under pressure role
Personal skills and attributes	<ul style="list-style-type: none"> • Driven, hardworking and enthusiastic individual who pays close attention to detail • Efficient and conscientious • Strong organisational and time management skills • The ability to communicate clearly and effectively with a wide range of people • Strong communication skills in English, both written and spoken
References and Pre-employment Checks	
<p><i>St Clare's is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All offers of employment and contracts are issued subject to satisfactory references and outcomes on all necessary pre-employment checks including DBS records and establishing the right to work in the UK. Some or all of these checks may have been undertaken before an offer is made.</i></p> <p><i>Under the National Minimum Standards for Boarding Schools, we are required to follow the guidance in Keeping Children Safe in Education and undertake additional checks on employees.</i></p>	
References	Full written references and phone references on quoted references may be obtained before or after interview. One referee must be your current or most recent employer. References must also include the last place of employment where you worked with children or vulnerable adults. References from friends or relatives will not be accepted. Please ensure referees know they will be contacted and will respond promptly.
Identity, right to work and qualifications	Original documents confirming proof of identity, right to work in the UK and relevant qualifications will be required.

Police checks / DBS	Police checks / Disclosure and Barring Service checks will also be undertaken for which employees / prospective employees are required to provide information and consent. Candidates who have lived and worked abroad in the last five years will be required to seek good conduct references, or the equivalent, from the countries in which they worked, as a <i>pre-requisite</i> of employment.
Health questionnaire	Satisfactory completion of a health questionnaire.
Prohibition order checks	Prohibition order checks will be carried out for all teaching positions.
HOW TO APPLY	
Applications	Applications must be made using the College's standard application form which can be found on the College website: https://www.stclares.ac.uk/contact-us/recruitment-and-careers . <i>CVs will only be accepted if accompanied by a St Clare's application form.</i>
Email	Applications should be submitted by email to summer.recruitment@stclares.ac.uk
Post	Alternatively, send to Summer Recruitment, Summer Courses, St Clare's, Oxford, 139 Banbury Road, Oxford, OX2 7AL
Contact us	Email: summer.recruitment@stclares.ac.uk Tel: 01865 552031
Deadline for applications	Monday 13 January 2020
Interviews	<i>Interviews will take place towards the end of January</i> The interview process will include some testing of key attributes.