

## JOB DESCRIPTION – SUMMER OPERATIONS & LOGISTICS COORDINATOR

*Candidates are expected to spend time looking at the College website [www.stclares.ac.uk](http://www.stclares.ac.uk) which provides information about St Clare's and the courses we offer.*

JOB SPECIFICATION	
Title of Post	Summer Operations & Logistics Coordinator
Purpose of Role	The Summer Operations & Logistics Coordinator is responsible for the summer sales and registration process plus all aspects of the provision of travel arrangements, particularly airport transfers, on arrival and departure for all Junior and Teenager students. 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"> <li>• the full range of summer courses for teenagers, juniors and adults;</li> <li>• IB Summer Courses; and</li> <li>• Closed Group Courses at various times of the year.</li> </ul>
Reporting Structure	The Summer Operations and Logistics Coordinator reports to the Operations Director, Summer & Short Courses and liaises closely with the Director of Studies ELT. The post will also involve coordination of the Summer operations support team and close liaison with the Short Courses Administrator, Summer Academic team, Bursary team, the Summer Welfare Managers, the Activities Director and Junior campus team.
Key Responsibilities	<ol style="list-style-type: none"> <li>1. Gains 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, teenagers and adults).</li> <li>2. Liaises with other members of the Summer team over the status of bookings and transfer details already entered into CLASS.</li> <li>3. Takes primary responsibility for direct enquiries by email, telephone and in person.</li> <li>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.</li> <li>5. Liaises with Bursary re the collection of payments.</li> <li>6. Chases parents and agents for flight details and digital ID photos of students, taking any late payments for transfers and enters details into CLASS.</li> <li>7. Prepares Arrival and Departure Lists in good time ensuring that all travel information for each student is correct and draws attention individually to any late changes. This will entail regular checks at weekends for both arrivals and departures and communicating late changes in a timely manner to the Arrivals Team and transport providers.</li> <li>8. Leads and coordinates the teenagers' Arrivals Team on all arrival Sundays from 9am to 5pm. A day in lieu to be taken during the following weekdays as agreed with the Operations Director, Summer &amp; Short Courses.</li> <li>9. Offers remote support for teenagers' departures team from mobile and email, being available to respond transfer emergencies.</li> <li>10. Organises recruitment, training and planning rota of Student Ambassadors selecting a team available to work throughout the summer according to arrivals/ departures needs.</li> </ol>

	<p>11. Organises Junior students' arrival and departure days in liaison with junior Welfare Officer and Course Director.</p> <p>12. Coordinates and assists personally when required with Junior Saturday departures (July 23, August 13). These days will be paid additionally at the hourly rate of £12.29.</p> <p>13. Maintains regular contact with the preferred taxi company, providing signage, and clear instructions regarding client expectations in preparation for travel days.</p> <p>14. Assists students personally with transfer changes, printing travel documents etc.</p> <p>15. Arranges couriers and airport team, as required, to cover scheduled and irregular arrivals and departures.</p> <p>16. Liaises with coach companies in the planning and realisation of Group Transfers and arranging welcomes/farewells as appropriate.</p> <p>17. Understands the challenges imposed by Unaccompanied Minors, ensuring that agents and parents are correctly informed of procedures and that front-line support is given to UM students at the airports.</p> <p>18. Ensures that transfer details are communicated to other interested parties as appropriate: Operations Director, Summer &amp; Short Courses, Director of Studies ELT, Summer Admissions, Junior student team, Bursary, Short Courses Administrator, Summer Welfare Managers, Ambassadors, Arrivals Team, Summer House Parents and students.</p> <p>19. Supports and covers for colleagues prior to and during the season as required by the needs of summer operation.</p> <p>20. Performs other related duties as required.</p> <p>The successful candidate will be expected to adapt to the differing requirements of the role as the summer season approaches:</p> <p>21. There should be a free exchange of information in the admissions office. Roles are largely interchangeable, and each member of the team will cover for colleagues in the interests of the client.</p> <p>22. Flexible working will be required from late June to late July.</p>
<b>TERMS AND CONDITIONS</b>	
Terms of Employment	Full-time, fixed term contract from 1 April to 27 August 2022.
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 all arrival Sundays (the salary takes this into account). A day in lieu to be taken during weekdays as agreed with the Operations Director Summer & Short Courses. In addition, there is a requirement to work some Saturdays for Junior departures which will be paid at the hourly rate of £12.29
Probationary Period	2 months
Notice Period	1 week during the probationary period.  After satisfactory completion of the probationary period 2 weeks.
Salary / Pay	For the duration of this fixed term contract the salary is £13,525 (FTE £21,842) This is paid monthly for the fixed-term of the contract. This is Grade 4, point 1 of the St Clare's Scale for ACLS staff.
Holidays	Holiday entitlement for the duration of this contract is <b>13.5 days</b> (FTE 22 days per annum) (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 St Clare's group personal pension scheme. The employer pays double the contribution of the employee, up to a maximum of 10% of gross salary, i.e. the employer pays up to 10%, and the employee pays up to 5%. Employee's contributions above 5% may be made, but do not attract a matching contribution from the employer.
Meal	A free lunch is provided in the College Dining hall on working days and when students are in residence.
Accommodation	Subsidised accommodation may be available to rent within the college for the right candidate. If you require accommodation, please notify us in your application. <i>However, such availability cannot be guaranteed. Please note that accommodation changes would be required once or even twice during the contract for college operational reasons.</i>
<b>PERSON SPECIFICATION</b>	
<i>The successful candidate will have demonstrated the following essential skills and experience:</i>	
Education and qualifications	<ul style="list-style-type: none"> <li>• Good level of computer skills (Word, Excel, etc.)</li> </ul>
Knowledge, skills and experience	<ul style="list-style-type: none"> <li>• Proven experience of prioritising workload and meeting deadline/ targets</li> <li>• Proven experience in a similar role</li> <li>• Proven ability to work under pressure role</li> <li>• Proven experience of taking on responsibility</li> </ul>
Personal skills and attributes	<ul style="list-style-type: none"> <li>• Driven, hardworking and enthusiastic individual who pays close attention to detail</li> <li>• Efficient and conscientious</li> <li>• Strong organisational and time management skills</li> <li>• The ability to communicate clearly and effectively with a wide range of people</li> <li>• Strong communication skills in English, both written and spoken</li> </ul>
<b>References and Pre-employment Checks</b>	
<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>	
<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>	
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. <b>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 pre-requisite of employment.</b>
Health questionnaire	Satisfactory completion of a health questionnaire.
Prohibition order checks	Prohibition order checks will be carried out for all teaching positions and for senior management positions as appropriate
<b>HOW TO APPLY</b>	

Applications	Applications must be made using the College's standard application form which can be found on the College website at <a href="http://www.stclares.ac.uk/recruitment">www.stclares.ac.uk/recruitment</a> . <b>CVs will only be accepted if accompanied by a St Clare's application form.</b>
Email	Applications should be submitted by email to <a href="mailto:recruitment@stclares.ac.uk">recruitment@stclares.ac.uk</a>
Contact us	Email: <a href="mailto:recruitment@stclares.ac.uk">recruitment@stclares.ac.uk</a> Tel: 01865 552031
Deadline for applications	This role will close once a suitable applicant is appointed
Interviews	The interview process will include some testing of key attributes.