



JOB DESCRIPTION

Group Programme and Short Course Co-ordinator

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	Group Programme and Short Course Co-ordinator
Purpose of Role	To join the Summer Schools and Short Courses operations team with a focus on the planning and delivery of group programmes and short courses.
Department	Throughout the academic year, St Clare's organises IB Courses at the IB World School and a range of adult education programmes at the International College. The Summer and Short Courses department is a third business stream. Summer School courses are run for Juniors, Teenagers and Adults primarily from mid-June to late-August, but St Clare's also provides short English language and academic subject courses throughout the year, including some online courses.
Reporting Structure	<p>The Group Programme and Short Course Co-ordinator will report to the Director of Summer Schools and Short Courses and liaise closely with the Summer School Operations Manager and the Director of Studies.</p> <p>The post will also involve coordination with the various summer teams (Juniors, Teens and Adult Students) and close liaison with colleagues across St Clare's.</p>
Key Responsibilities	<ol style="list-style-type: none"> 1. Gains product knowledge of the full range of courses across the college (with a particular focus on closed groups throughout the year and Summer and Easter programmes for juniors, teenagers and adults). 2. Liaises with other members of the Summer team over the status of group bookings and transfer details. 3. Liaises with Bursary regarding the issue of group invoices and the subsequent collection of payments for transfers and other additional/bespoke services. 4. Liaises with parents and agents for pertinent information about each student including health, diet and other special requirements. 5. Ensures that background checks are completed for group leaders. 6. Gathers arrival and departure details, books, transportation, and coordinates with the general operations team to ensure that groups receive a warm welcome. 7. Maintains regular contact with the preferred transport provider, providing

	<p>signage, and clear instructions regarding client expectations in preparation for travel days.</p> <ol style="list-style-type: none"> 8. Receives, logs and triages messages from parents and agents regarding to group students in-house. Responding or escalating as appropriate. 9. Analyses student feedback data related to group students and liaises with group leaders and summer teams to resolve issues arising. 10. Acts as the main contact point for onsite group leaders, responding to issues and ensuring a positive experience for the leaders. 11. Liaise with partner agents and group leaders pre-arrival to gain a detailed understanding of the bespoke elements of their programmes and ensure they are costed, invoiced and delivered. (i.e. excursions, special classes, activities). 12. Prepares bespoke programmes and ensures these are communicated to all relevant parties across St Clare's (inc. academic team, activities team and pastoral teams). 13. Seeks out new opportunities, responds to new enquiries and engages in proactive sales activities. 14. Supports and covers for colleagues prior to and during the season as required by the needs of summer operation. 15. 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"> • Roles are largely interchangeable, and each member of the team will cover for colleagues in the interests of the client. • Flexible working will be required from late June to late July. <p>While every effort has been made to describe the main duties and responsibilities of the post, each individual task necessary for the successful performance of the role may not be specifically identified. The Group Programme and Short Course Co-ordinator may therefore be required to undertake other tasks and duties that are commensurate with the grade and nature of the role and/or in the reasonable discretion of the College.</p>
TERMS AND CONDITIONS	
Terms of Employment	Full-time, permanent
Place of Work	139 Banbury Road, Oxford, OX2 7AL

Hours of Work	<p>35 hours a week in total (7 hours a day normally worked between 9am and 6pm on Monday to Friday each week with a one-hour unpaid lunch break) throughout the calendar year.</p> <p>The Employee will be also required to work flexibly and work additional hours outside of their normal hours of employment to meet the needs of the business. This will include working some weekends and evenings.</p>
Probationary Period	6 months
Notice Period	<p>1 week during the probationary period.</p> <p>After satisfactory completion of the probationary period one month.</p>
Salary/Pay	£29,000 - £31,000 per annum
Holidays	<p>26 days' annual holiday entitlement, plus bank/public holidays. Some bank/public holiday working will be required when these fall on dates during the College term (time off in lieu will be granted).</p> <p>The College is closed annually from 24th December to 1st January inclusive. The Employee will be required to book holiday during this period.</p> <p>Annual leave must be taken outside of the operational periods (Summer and Easter).</p>
Pension	A contributory pension is offered through St Clare's group personal pension scheme, following a 3-month deferment period. The employer pays 10% of gross salary 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.
Life Assurance	Death in Service cover is provided
Meal	A free lunch is provided in the College dining hall on working days and when students are in residence.
Other Benefits	<p>Cycle to Work scheme</p> <p>Employee Assistance Programme</p>
PERSON SPECIFICATION	
<i>The successful candidate will have demonstrated the following essential (E) or desirable (D) skills and experience:</i>	
Education and qualifications	<ul style="list-style-type: none"> • Bachelors Degree (D) • Good standard of education including GCSE Maths and English or equivalent (E) • Good level of IT skills (Word, Excel, etc.) (E) • Safeguarding Qualifications (E) • Professional training relevant to the role (D)

<p>Knowledge, skills and experience</p>	<ul style="list-style-type: none"> • Management experience in a residential summer school setting (D) • Proven experience working with summer school groups and their leaders. (D) • Proven experience working on bespoke programmes. (D) • Proven experience of prioritising workloads and meeting deadline/targets (E) • Significant teaching experience (D)
<p>Personal skills and attributes</p>	<ul style="list-style-type: none"> • Driven, hardworking and enthusiastic individual who pays close attention to detail (E) • Efficient and conscientious (E) • Strong organisational and time management skills (E) • Proven ability to work under pressure (E) • The ability to communicate clearly and effectively with a wide range of people (E) • Strong communication skills in English, both written and spoken (E) • Ability to form positive relationships with clients (E) • Knowledge of a second language (D)

References and Pre-employment Checks

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.

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.

<p>References</p>	<p><i>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.</i></p>
<p>Identity, right to work and qualifications</p>	<p><i>Original documents confirming proof of identity, right to work in the UK and relevant qualifications will be required.</i></p> <p><i>Note: We have a legal responsibility to ensure that all our employees have the legal right to live and work in the UK. If we make an offer of employment, we will need to check that you are eligible to work in the UK before you start work.</i></p> <p><i>If you don't already have the legal right to work in the UK, we strongly recommend that you use the Home Office website to review the legal requirements of working in the UK as this will give you an indication of whether you may be eligible to work in the UK.</i></p>
<p>Police checks / DBS</p>	<p><i>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 pre-requisite of employment.</i></p>

Health questionnaire	Satisfactory completion of a health questionnaire.
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HOW TO APPLY	
Applications	Applications must be made using the College's standard application form which can be found on the College website at https://www.stclares.ac.uk/contact-us/recruitment-and-careers/ CVs will only be accepted if accompanied by a St Clare's application form.
Email	Applications should be submitted by email to recruitment@stclares.ac.uk
Contact us	Email: recruitment@stclares.ac.uk Tel: 01865 552031
Deadline for applications	This role will close 9am on 12 th September 2023
Interviews	Will be held during the week commencing 18 th September 2023