

## JOB DESCRIPTION – Temporary Summer School Administration Officer

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	
<b>Title of Post</b>	Summer School Administration Officer (Temporary)
<b>Purpose of Role</b>	The Summer School Administration Officer is a temporary role, responsible for providing administrative support to the Summer School and Short Courses team at St Clare's, Oxford. The primary focus of the role will be to support the admissions function of the summer school operations team, which involves enrolling students onto summer courses. The post holder will also support with the administration related to the onboarding of the temporary summer school staff and other administrative duties related to the general summer school operation.
<b>Department</b>	<p>St. Clare's, Oxford is an independent, non-profit-making educational charity. Over the past seventy years it has become firmly established as an Oxford institution with the aim of 'advancing international education and understanding'.</p> <p>The St Clare's Summer School, which will be your focus, operates from mid-June to late August and includes courses for juniors, teenagers and adult students across three sites in Oxford.</p>
<b>Reporting Structure</b>	The Summer School Administration Officer reports to the Summer School Operations Manager. They will also work closely with the wider Summer School and Short Courses teams and will liaise with various departments across the college.
<b>Key Responsibilities</b>	<p><b>Enquiry Response</b></p> <ol style="list-style-type: none"> <li>1. Acquire sound product knowledge of summer courses and related services to ensure that accurate information is given to prospective clients.</li> <li>2. Take primary responsibility for direct enquiries by email, telephone and in person.</li> <li>3. Respond to questions from representative agents, taking requests as appropriate.</li> <li>4. Work with Sales and Marketing colleagues to ensure that relevant marketing materials are available for enquirers.</li> <li>5. Using the Salesforce system to track enquiries and follow up action to maximise conversion rates.</li> </ol> <p><b>Processing Bookings</b></p> <ol style="list-style-type: none"> <li>6. Receive and process bookings throughout the registration process: inputting student data and requests in CLASS, raising invoices, sending joining instructions and visa documents, advising on transfers, taking payments.</li> <li>7. Checking applicant profiles against entry requirements.</li> <li>8. Applying contracted commission rates to agent bookings – issuing gross and net invoices.</li> <li>9. Receiving and processing group bookings, raising invoices and producing group joining documents.</li> <li>10. Liaises with Bursary re the collection of payments and credit control.</li> </ol>

	<p>11. Sends out requests for additional data pre-arrival including travel arrangements, Health and Dietary information.</p> <p>12. Administers the pre-arrival placement test and collects results for the academic team.</p> <p>13. Collect electives choices for the Junior programme.</p> <p>14. Collect travel details in order to book airport transfers and organise Unaccompanied Minor services.</p> <p><b>Compliance</b></p> <p>15. Keeping up to date with and following UKVI guidance in the issuing of visa letters and other supporting documentation.</p> <p>16. Recording and reporting issues related to visa students as appropriate, including no-shows, withdrawals and low attendance.</p> <p><b>Recruitment Onboarding</b></p> <p>17. Liaising with temporary summer staff pre-arrival to ensure that all onboarding tasks are completed in good time and in line with Safer-Recruitment practices.</p> <p>18. Issuing instructions for pre-arrival online training courses and issuing reminders where required.</p> <p>19. Receiving and filing digital copies of documentation including identification, proof of address, photos and certificates.</p> <p>20. Requesting references and following up with verbal verifications.</p> <p>21. Obtaining arrival information for staff and preparing welcome packs and check-in instructions where applicable.</p> <p>22. Updating the Staff Microsite with important information and the staff photo board.</p> <p><b>Other</b></p> <p>Liaises with the IT department on system configuration and the resolution of system issues.</p> <p>23. Keeps up to date with and implements General Data Protection Regulations (GDPR)</p> <p>24. Supports and covers for colleagues prior to and during the season as required by the needs of summer operation: including transfers, agent bookings, ID cards, taxis, coaches, training etc.</p> <p>25. Performs other related duties as required by the Principal</p> <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"> <li>• There should be a free exchange of information in the Summer Schools and Short Courses office. Roles are largely interchangeable and each member of the team will cover for colleagues in the interests of the client.</li> <li>• Flexible working is required from late June to late July.</li> </ul>
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**PERSON SPECIFICATION**

*The successful candidate will have demonstrated the following essential (E) or desirable (D) skills and experience:*

<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to IB/ A-level or equivalent (E)</li> <li>• Educated to first degree level (D)</li> </ul>
<b>Knowledge, skills and experience</b>	<ul style="list-style-type: none"> <li>• Admissions experience in a similar environment (D)</li> <li>• Experience working with student record databases (D)</li> <li>• Good working knowledge of Microsoft Office suite (E)</li> <li>• Experience working in an international setting (D)</li> <li>• Good Intercultural competence (E)</li> <li>• Experience in recruitment (D)</li> <li>• Experience in a customer facing role (D)</li> </ul>

	<ul style="list-style-type: none"> <li>• Sales experience (D)</li> </ul>
<b>Personal skills and attributes</b>	<ul style="list-style-type: none"> <li>• Driven, hardworking and enthusiastic individual who pays close attention to detail (E)</li> <li>• Ability to work well under pressure (E)</li> <li>• Efficient and conscientious (E)</li> <li>• Strong organisational and time management skills (E)</li> <li>• The ability to communicate clearly and effectively with a wide range of people. (E)</li> <li>• Strong communication skills in English, both written and spoken (E)</li> <li>• Enthusiasm for summer school environment (E)</li> </ul>
<b>TERMS AND CONDITIONS</b>	
<b>Terms of Employment</b>	<ul style="list-style-type: none"> <li>• Full-time temporary position</li> <li>• Immediate start (following appropriate recruitment checks)</li> <li>• Contract end date: Friday 22<sup>nd</sup> August 2025</li> </ul>
<b>Place of Work</b>	139 Banbury Road, Oxford, OX2 7AL
<b>Hours of Work</b>	<ul style="list-style-type: none"> <li>• Approximately 35 hours per week within the hours of 9:00am and 6:00pm</li> <li>• Working hours may fall between Monday - Sunday</li> </ul>
<b>Notice Period</b>	1 week
<b>Salary/Pay</b>	£13.92 an hour including holiday pay (£12.42 per hour plus £1.50 holiday pay)
<b>Pension</b>	A contributory pension is offered through the College's group personal pension scheme subject to statutory enrolment criteria and scheme rules.
<b>Meal</b>	A free lunch is provided in the College on working days and when students are in residence.
<b>References and Pre-employment Checks</b>	
<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>	
<b>References</b>	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.
<b>Identity, right to work and qualifications</b>	Original documents confirming proof of identity, right to work in the UK and relevant qualifications will be required.
<b>Police checks/DBS</b>	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.
<b>Health questionnaire</b>	Satisfactory completion of a health questionnaire.

## HOW TO APPLY

<b>Applications</b>	<p>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>.</p> <p>CVs will only be accepted if accompanied by a St Clare's application form.</p>
<b>Email</b>	<p>Applications should be submitted to:</p> <p><a href="mailto:recruitment@stclares.ac.uk">recruitment@stclares.ac.uk</a></p>
<b>Post</b>	<p>Alternatively, send by post to:</p> <p>Recruitment, HR Department, St Clare's, Oxford, 139 Banbury Road, Oxford OX2 7AL</p>
<b>Deadline for Applications</b>	<p>This role will close 9:00am on Monday 10<sup>th</sup> March 2025</p> <p>Earlier applications are welcomed and the College reserves the right to shortlist when a suitable field is available</p>