

Embassy Summer Activity Administrator

EC English Language Centres Helping students succeed in a global community

EC offers superior English language programmes in the top English-speaking destinations around the world, together with French in Montreal. Our world-class facilities and an outstanding team have allowed us to evolve into a globally recognized and trusted brand. Our vision is to maintain our growth while helping students from all over the world succeed in a global community.

EC has a Young Learners division which incorporates EC Academy, EC Study Tours and Embassy Summer and welcomes students from over 140 countries helping them to improve their language skills, meet new friends and take part in a wide range of activities and cultural excursions that will help them develop important life skills.

Position Summary:

The Activity Administrator's primary role is to support the Excursion Manager (and LAM or OSM) in the organisation and delivery of a high-quality Excursion Programme in addition to the training and preparation of the Activity Leaders to achieve this goal and providing support for all areas of the administration.

Key Responsibilities:

- Promoting and safeguarding the welfare of students for who you are responsible and with whom you come into contact
- Support, brief and inspire the activity team to deliver the excursion programme with an exemplary level of dedication to students' development and welfare
- Maximise student and group leader satisfaction by ensuring their excursion experiences meets or exceeds their expectations
- To ensure the excursions operate to the highest standards of relevant Health & Safety, safeguarding and HR practices
- Support the Excursion Manager to ensure the excursion programme runs within the pre-determined budgets & support the timely and accurate submission of all administration

Specific duties include:

- To work with the Excursion Manager to ensure all attraction and coach bookings are made within the budgets and specifications of the pre-prepared standard and specific programmes
- To assist with induction and training of Activity staff following Best Practices that facilitates the high-quality delivery of all excursions. This extends to their ongoing training, pre-trip briefings, performance observations and appraisals
- Assisting the Excursion Manager with the preparation of, and updating of, programmes as changes are requested and creating a record of excursions
- To support the Excursion Manager with optional trip costing, sales and advertising
- To assist in the completion of weekly and daily working rotas for Activity staff
- To take part in and/or lead a variety of meetings with management, junior staff and host college and vendor personnel
- To ensure high levels of student safety and welfare are maintained in line with Statutory, Accreditation and Company guidance
- To assist with student arrival and departures at centre as needed and requested by the Centre Manager
- To assist in the diligent preparation of excursion packs – including producing itineraries, student registers, coach splits and all content relating to the delivery of the scheduled trip
- To brief, outline and monitor the elements of the programme where Activity Leaders must be actively encouraging engagement with the activities and excursions through the Embassy Summer App
- In the absence of the Excursion and Onsite Social Manager, to manage and oversee aspects of both the onsite activity and excursion programme
- To work with the Welfare Officer to ensure Risk Assessments are comprehensive and control measures are being implemented by frontline staff on excursions
- To support other managers and carry out other operational duties as assigned or requested by the Centre Manager including carrying out 24hr emergency duty (on a rota basis)
- To carry out residential supervision duties, including meal and bedtime supervision as requested by the Centre Manager
- Demonstrate safe and healthy working practices at all times and manage the workplace so that it is a safe and healthy environment for staff and students, working in partnership where necessary with any host premises to achieve this

Organisational Compliance:

The job holder will be expected to operate in accordance with the company's Code of Conduct, and any local policies and operating procedures relating to academic, welfare and safeguarding matters.

Employees are required to cooperate fully with all arrangements in place related to Health and Safety which include implementation and compliance with control measures resultant from risk assessments and engagement with, and completion of, any relevant Health and Safety training.

Education Required:

- Educated to degree level or equivalent
- Valid First Aid Certificate (Desirable)

Experience Required:

- Experience in a role involving organisation /logistics / travel
- Working with minors
- Summer School experience

Experience Desired:

- Residential experience
- Administration / office experience
- Experience of dealing with continuous enrolment

Personal Attributes:

- Excellent organisational and planning skills
- A high degree of IT competency- Outlook & MS Office (specifically Excel)
- Ability to deal with and resolve problems and issues
- Ability to multitask and prioritise tasks
- Ability to work under pressure and meet tight deadlines
- Demonstrates the ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Demonstrates emotional resilience in working with challenging behaviours
- Demonstrates a positive attitude to the use of authority and maintaining discipline
- Demonstrates a high level of attention to detail