

# Embassy Summer Centre Administrator

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## 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.

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### Position Summary:

The Centre Administrator assists the management team in the administration of all aspects of the centre under guidance from the Centre Manager.

### Key Responsibilities:

- Lead the administration aspects of the centre under guidance from the Centre Manager
- Promoting and safeguarding the welfare of all students, Group leaders and staff in centre
- Maximise student and Group leader satisfaction by ensuring their experience meets or exceeds their expectations
- Ensure the correct implementation, administration and record keeping of the centre's needs in accordance with Head Office needs and systems

### Specific duties include:

- To liaise with the Head Office International Admissions Centre and ensure student data is accurate and up to date
- Assist the Centre Manager in the management and organisation of student accommodation including accreditation compliance damage checks, allocations and college liaisons
- Assist with student, Group leader and staff inductions

- To be present at arrivals and help with welcoming students (individuals & groups) and group leaders and to assist with student orientation
- Assist with the departure transportation planning and logistics
- On a rota basis, organise student departure check out procedures including final room check out and damage checks
- To undertake regular inspections of all rooms and to ensure damage is kept to a minimum and reported to the Centre Manager and Group leaders when found
- Attend regular meetings with the other centre managers, Group leaders and other stakeholders
- Completing or reviewing accurate rooming and allocation plans (Centre dependent)
- Reviewing or completing accurate occupancy administration (Centre dependent)
- Reviewing or completing accurate accounting administration (Centre dependent)
- Completing or reviewing accurate rooming and allocation plans (Centre dependent)
- To support other managers when required
- To carry out residential supervision duties, including meal and bedtime supervision
- To support in activity and excursion sessions when necessary
- Maintain clear and consistent records available to Head Office at all times

**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.

**Qualifications & Training:**

- Educated to degree level or equivalent (Desirable)
- Valid First Aid Certificate (Desirable)
- Safeguarding Level 1 and 2 (Desirable)

**Essential criteria:**

- A high degree of IT competency- Outlook & MS Office (specifically Excel)
- Excellent communication and interpersonal skills
- Excellent organisational and planning skills
- Ability to deal and resolve complex problems and issues
- Ability to work under pressure, multi-task, prioritise tasks and meet tight deadlines



**YOUNG  
LEARNERS**

**Desirable criteria:**

- Administration experience within the Language /travel industry
- Experience with multiple departments and teams
- Experience in a summer school environment

**Personal Attributes:**

- 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 an exceptional level of attention to detail