

Embassy Summer Transfers Representative

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:

Transfer Representatives are at the forefront of students' first experience with Embassy Summer, greeting them on arrival and ensuring their safe transfer at all times when under Embassy Summer care, either on arrival or departure as required.

Key Responsibilities:

- Promoting and safeguarding the welfare of students for whom you are responsible for and with whom you come into contact with
- Maximise student and Group leader satisfaction by ensuring their experience meets or exceeds their expectations
- To maintain levels of student discipline, safety and welfare
- To assist in day to day general duties as instructed by senior management
- To work in a way that promotes the safety and well-being of children and young people
- To be present at ports to assist with student transfers
- Ensuring the safe and efficient check-in of departing students
- Chaperoning unaccompanied minors until airline staff take over responsibility for them
- Ensuring your personal transfer phone is kept on your person and attended during all working hours
- To remain calm, composed and proactive when dealing with unexpected or difficult situations / people
- To liaise with transport providers and centres to ensure the smooth running of transfers
- To be on hand to assist the Transfers Management team with any issues that may arise

Working Week:**6 days per week (42 hours per week)**

- The working week is typically from Saturday to Friday and consists of working some evenings and every weekend. A day off will normally fall between Monday and Friday
- Airport transfer hours to include airport shifts and general duties as instructed by the Transfers Management team

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 A-Level or equivalent (Essential)
- Valid First Aid Certificate (Desirable)

Essential criteria:

- Working with minors
- Excellent communication and interpersonal skills
- Excellent organisational and planning skills
- Ability to deal with and resolve complex problems and issues
- Ability to motivate and engage students
- Enthusiasm
- Ability to work in a high-pressured environment
- Teamwork
- Flexibility & Adaptability
- Leadership
- Flexibility to work unsociable hours
- Comfortable on your feet for long periods of time

Desirable criteria:

- Summer school experience
- Residential experience
- Experience working at airports
- Experience with meet and greet services



**YOUNG
LEARNERS**

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 initiative in decision making and problem-solving processes
- Demonstrates high customer service standards