

Centre Administrator

Reporting to:

Centre Director

Responsible for:

Students/Staff

Working Timetable:

Usually - Six days a week – One day off; maximum 48 hours per week.

Employment Period:

End of June - Beginning of August

Location:

Galway, Ireland; Edinburgh, Scotland; Carmarthen, Wales; York, Bristol, Worcester, Bath, Reading, London, Dover, UK

*See website for further information

Please note that due to the logistics of employment, you may be required to be moved to another centre where extra staff are required. In the event that this occurs, MLA will cover all the travel expenses that may be incurred.

MLA (Move Language Ahead) is an industry leader in providing safe, educational, and cultural programmes to students from around the world. Each year thousands of students travel with MLA as part of our short-term English as a second language (ESL) programs. Along with our proprietary ESL curriculum, we also provide our students with great excursions featuring some of the most popular historical and tourist destinations across the country.

Centre Administrator; Job role & principal duties

As a Centre Administrator you are responsible for ensuring that all administrative duties and financial records are recorded and logged accurately as well as all of the administrative duties outlined below. Liaising and communication with all departments is essential. Summer centres are very busy places and there may be duties to perform in addition to those detailed below;

Administrative Duties

- To collect in and keep accurate daily headcounts for submission to the Centre Director or Head Office including class registers, fire drill records, absenteeism records and final number certificates.
- To complete and manage student rooming lists and accommodation records.
- To set up the MLA office in the host centre.
- To deal with emails/telephone calls/faxes from Agents and The Centre Director or Head Office.
- To plan and book any extra/optional excursions.
- To take minutes in meetings as requested by the Centre Director.
- To ensure that centre administration and documentation is carried out efficiently.
- To keep records of damages, equipment and resources and monitor throughout the course.
- To ensure damages are kept to a minimum and to follow procedures for damage that has occurred.

- To collect damage deposits on student arrivals and keep a record.
- To deal with any complaints or problems relating to accommodation.
- To maintain and submit weekly records of room allocations.
- To sell travel cards to clients and keep records of all income.
- To keep a record of any usage of travel cards or extra costs incurred by staff.
- To organize any meal vouchers and keep weekly records of meal voucher usage.
- To update notice boards.

Welfare, Health & Safety and Safeguarding

- To ensure high levels of student safety and welfare are maintained and school rules are adhered to.
- To provide site tours and orientation for new staff and students.
- To meet and greet students upon arrival and to show them to their accommodation.
- To be responsible for the 24hr emergency duties 1-2 days/week.
- To take inventory of all First Aid boxes on a weekly basis and restock as necessary.
- To address any student or staff concerns, keep a log, report to the relevant persons involved and follow up with a record of the outcome.
- To be aware of safeguarding duties regarding under 18's.
- To act as cover for the Welfare Manager during days off.

Company Quality Performance

- You will act as a representative of the Company.
- You will always spread a favourable image of the Company, promote its interests and endeavour to uphold its standards of performance.

Liaising

- To liaise with all other members of the MLA team, keeping all lines of communication open.
- To develop a strong rapport with all departments in MLA, developing working and professional relationships.
- To report any maintenance issues to the college staff.
- To assist the Centre Director in providing catering figures to the host centre catering office as and when required.
- To ensure that standards of cleanliness are kept up by the College/University reporting complaints to the Centre Director.
- To liaise with local taxi and coach companies.
- To ensure that an excellent working relationship is maintained with the University representative.
- To carry out residential supervision duties, including meal and bedtime supervision.

To uphold MLA as an industry leader in providing safe, educational, and cultural programmes to students from around the world

In the Classroom/On an Excursion/During an Activity/At the Centre

- To behave in a professional manner and demonstrate leadership skills.
- To adhere to Safeguarding and Welfare duties
- To provide support to all students, Group Leaders and staff where needed.

MLA Staff Training

- To attend all required paid training and induction meetings and take an active part in discussion and feedback prior to start of employment.
- Complete any required training sessions/courses both online and in person as directed.
- Provide all necessary paperwork prior to employment

MLA Staff CDP

- All staff are observed in the first week of employment & have appraisals and goal setting tasks.
- You need to be able to set yourself goals that you would like to work on during your time with MLA.
- Weekly training or feedback sessions.

Health & Safety

- To comply with all health and safety, first aid and welfare procedures as required by the Company.
- Being aware of relevant fire, health and safety issues in the classroom and around the centre and during excursions.
- This role involves lifting and standing for long periods of time.

MLA Child Protection & Safeguarding

- All staff share the responsibility for safeguarding and promoting the welfare of children and must adhere to, and comply with, Move Language Ahead's Safeguarding Policy.
- To provide safety and welfare assistance to students.
- To be vigilant for possible welfare problems of students.

Move Language Ahead Reputation & Code of Conduct

- To actively support MLA in its mission to provide quality learning.
- To provide courses that will challenge the students (realise their potential) and work together to reach their academic targets and support them.
- To comply with management requests to follow the guidelines of external organisations such as British Council in a timely and accurate manner.
- To be dressed in a presentable professional way and always start on time and if this is not possible to inform your manager as early as possible.
- Develop a good rapport with the students and Group Leaders and avoid absences as much as possible.
- There is a specific list of what code of conduct we expect from all staff members in our Staff Handbook.

Move Language Ahead Equal Opportunities Statement

- Our Equal Opportunities Policy states: "In the recruitment, selection, training, appraisal, development and promotion of staff, the only consideration must be that the

individual meets, or is likely to meet the requirements of the programme or course or post.

- The requirements being met, no employee will be discriminated against on the basis of their sex, race, colour, ethnic origin, nationality (within current legislation), age, disability, sexual orientation, marital status, caring or parental responsibilities, or beliefs on matters such as religion or politics.”

Move Language Ahead Welfare and Safeguarding Statement:

MLA is committed to safe practices in recruitment and selection that includes consideration of issues to do with child protection, safeguarding and promoting the welfare of children and young people. Successful applicants will undergo an Enhanced DBS check, have their references verified and checks completed in line with our Safeguarding & Safer Recruitment Policy.

Person Specification for Centre Administrator

Qualifications/Experience - Ideally you will have:

- Previous Administrative experience
- Experience in a summer school.

Essential Skills

- Enthusiasm
- Organizational Skills
- Interpersonal Skills
- Numerate and Eye for detail
- An approachable and caring nature
- Motivation
- Flexibility and adaptability
- Teamwork
- Ability to work in a high pressured environment

Compensation:

£420/week

*Inclusive of Holiday Pay (12.07%)

**Free room and board

PHYSICAL DEMANDS

Do the essential functions of this job require lifting? Yes

If yes, how many pounds? 25 lbs.

Do the essential functions of this job require standing? Yes

Do the essential functions of this job require walking upstairs? Yes

Do the essential functions of this job require stretching? No

Do the essential functions of this job require bending? No

