

Assistant Manager of Overseas Courses

Full-time, short-term contract. 20 February 2023 – 1 October 2023

Application deadline: 3 February 2023

Salary: £24,250.00 pa pro rata

Do you want to use your EFL skills in a different way? Are you a person that enjoys working as part of a small team in a busy office, but also independently with minimal direction and with the ability to be proactive, while handling several assignments simultaneously? Do you have travel management experience and are you aware of travel booking processes?

We are looking for an Assistant Manager of Overseas Courses.

The post holder will report to the Manager of Overseas courses and supervise the administrative team working to organise the school's English Camps operations overseas. The post holder will assist with the organisation of English Camps including recruiting teaching and activity leading staff, design of new courses and course materials, planning of staff travel itineraries overseas, maintaining a high level of confidentiality in accordance with GDPR requirements and Safeguarding.

Main duties and responsibilities

General administration

- Contribute to the general smooth running of the English Camps (overseas courses) department
- Provide general administrative support to the Overseas Courses Department
- Contribute to the organisation and running of any staff training days
- Maintain clear and efficient filing systems
- Operate and update the department database with a high level of accuracy
- Assist in the review of and compilation of reports on feedback at the end of the season
- Be a point of contact for staff email and phone enquiries, either dealing with them or passing them on to the appropriate person
- Work on specific projects as requested by the Manager of Overseas Courses

Staffing

- Assist in the management of the department and in the absence of the Manager of Overseas Courses supervise the administrative staff.
- Assist in the recruitment of staff for English Camps, including reviewing applications and references, and interviewing.
- Work with The Manager of Overseas courses to organise and run pre-course training days for the English Camp staff as appropriate

Resources

- Liaise with the Manager of Overseas Courses and, where appropriate, the Director of Studies to plan, develop, write and produce all course materials required to run English Camps with the support of the English Camps team.
- Plan and resource appropriate activities and ensure necessary materials are shipped in a timely manner (e.g. art & craft materials, client gifts)

- Liaise with the despatch manager in Italy to ensure the correct materials are shipped to each location

Database

- Operate and liaise with the developer as required to ensure that the database is regularly updated and improved where required.

Digital Archive

- Ensure that the digital archive is kept up to date. Maintain users and give access appropriately.

Liaison with foreign clients

- Maintain positive relationships with foreign clients who organise camps in order to ensure continued business and that necessary information is shared.
- Assist the Manager of the department with the planning and running of a Teachers' Course for foreign clients as required.

Workshops and visiting overseas courses

- Run workshops abroad in collaboration with the Manager of the department as required
- Travelling abroad to visit camps as required.

Travel

- Using previous years' systems and under the guidance of the Manager of the department, organise the travel for all staff working on camps – book flights, coach and train journeys within budgetary limitations, inform the foreign clients and the staff of all travel arrangements.
- Ensure that full information on staff is passed onto the foreign clients as required.
- Input all travel information into the database.
- Maintain accurate financial records of all bookings made.

Finance

- Calculate, distribute and check floats for all camps.

Training and supervision of administrative staff

- provide day-to-day support and training to administrative staff as required.

On call duties:

(Additional payment is made to undertake on call duties) English Camps.

- On a rota basis with the English Camps team, carry the on-call phone and deal with urgent queries from staff and overseas coordinators during the camps period
- Where necessary, work additional hours to resolve urgent problems

Needs of the Business

- Any other duties as deemed necessary by the Director.

To apply for this role, please send your CV and cover letter to campsmanager@englishexp.co.uk

