

## Job Description Administrator



### 1. About us

Discovery Summer, with **over 20 years' experience**, is a leading British Council-accredited provider of short summer courses in the UK for international students. In our 2023 British Council inspection, we were awarded 12 strengths.

As a **student-focused company**, we create a safe, rich, and happy environment for children and teenagers to learn and explore during the summer.

Many of our **staff come back year after year – over 60% in 2024** - excited by the opportunities for personal and professional development while working on multi-talented, friendly teams.

### 2. Job Overview

We are looking for confident applicants who have worked with children and teenagers and have proven **administrative, customer care and numerical skills** gained from formal employment or voluntary work. The Administrator is a member of the senior management team and works closely with them to ensure the smooth running of the course.

There is only one Administrator at each summer centre, so applicants need to be flexible, resourceful and ready to find **creative solutions** to a wide range of situations in a fast-paced environment.

This role provides invaluable experience for those who enjoy **logistical details**, offering **excellent customer service** and promoting a positive environment for students and parents. We are looking for people who genuinely enjoy working with young people and are keen to work hard - no two days are the same

### **3. What we are looking for**

#### **Legal**

- Hold a valid UK work permit by the start of your employment
- Aged 18 and over

#### **You need to be able to:**

- Provide excellent customer care to students, parents, the host centre, external providers, visitors
- Maintain accurate records e.g. budgets, fire registers, pocket money transactions, petty cash
- Confidently use Google suite
- Stay organised, positive and proactive
- Work comfortably in fast-paced intense, environments
- Provide a clear and accurate model of the English language

#### **To succeed in this role, you should already have:**

- Previous experience of working with children/teenagers
- Experience in planning and delivering events or working in an office
- Experience handling money, and keeping financial records e.g. in a shop
- A great eye for detail. You should enjoy working to exacting standards
- Proven customer care experience; resolving problems with tact and maturity

#### **We love working with people who:**

- Have high professional and personal standards
- Are resourceful and can take the initiative
- Have excellent interpersonal/communication skills
- Have proven organisational, administrative, IT and record-keeping skills
- Are culturally aware and genuinely enjoy working with children and teenagers
- Are committed to professional growth and receptive to feedback
- Can deal with a range of situations simultaneously and work under pressure for long hours

### **4. All Discovery Summer staff must**

- Commit to safeguarding and promoting the safety and welfare of all course participants (students, staff, English student hosts, staff, group leaders and Discovery Summer visitors) at all times
- Follow the staff code of conduct and guidelines in the Staff Handbooks regarding the standards expected in your job
- Act in a thoroughly professional manner to uphold the good reputation of Discovery Summer
- Follow our alcohol, smoking and substance abuse policy. As you are working with children, consuming alcohol and substance abuse are not permitted at any time on campus or during working hours. Smokers may only smoke in designated areas when off duty. Staff must be fit to supervise students at all times. Failure to abide by these rules will be treated as a serious disciplinary matter and could lead to immediate dismissal.

## 5. Work at leading independent schools



### **Benenden School, Kent**

#### **English Plus**

**Juniors: 8-12 years**

**Teens: 13-15 years**

Staff induction: Mon 7 July - Tues 8 July

Dates: Wed 9 July - Wed 6 Aug

Staff depart on Thursday 7 Aug at 0900

20 contact hours/week + admin + pastoral

Contract length: 2,3 or 4 weeks



### **Winchester College, Hampshire**

#### **Global Young Leaders/English Plus (13-16 years)**

Staff induction: Wed 2 July - Thurs 3 July

Dates: Fri 4 July - Fri 1 Aug

Staff depart on Saturday 2 August at 0900

21 contact hours/week + admin + pastoral

Contract length: 2,3 or 4 weeks



### **Shrewsbury School, Shropshire**

#### **Academies**

**11-16 years**

Staff Induction: Mon 30 June - Tues 1 July

Dates: Wed 2 July - Wed 30 July

Staff depart on Thursday 31 July

20 contact hours/week + admin + pastoral

Contract length: 2,3 or 4 weeks

## 6. Salary, benefits and working conditions

- **£737 per week** (£658 + 12.07% statutory holiday pay)
- Payment for pre-course work **£165+ discretionary performance bonus**
- 1 day First Aid training is offered (subject to availability) + additional one-off payment of **£85.50**
- Set up and induction (usually 3-4 days), paid pro-rata
- Full board accommodation is provided – **worth £74.62 per week**
- Work as a part of a strong team, gain experience working with international students, develop new skills



- You'll work 6 days a week
- You'll be asked to sign a waiver regarding the 48-hour working week



- You'll have one 24-hour period off per week



- Programmes are fast paced - working hours will be long and the work will be intense



- You will be accommodated at the course centre, normally in a single room in a student residence with shared bathrooms



- The welfare of all course participants is our priority. You must always be available to respond to any situations as required



- Dress Code: smart casual (i.e. no casual/ripped jeans, T-shirts, shorts or flip flops)

## 7. Role and responsibilities

### Pre-course Duties (before arrival at centre)

- Read the Senior Staff Handbook, your checklist and Discovery Summer publicity materials e.g. website, blog
- Attend the Senior Staff Training Weekend (4-6 April, 2025)
- Attend online 'getting-to-know-you' session and any other training, as required (June, 2025)
- Reply to emails from the senior team so that they can get to know you
- Familiarise yourself with Discovery Summer online systems (training provided)

### Pre-course (at course centre)

- Set up course office/systems on arrival at the centre
- Provide administrative support to House Parents (HPs) as they set up boarding houses e.g. room labels, fire registers, signage
- Assist the senior team in preparing the centre e.g. creating 'Who's Who' notice boards
- Provide administrative support to the Course Director (CD)
- Welcome and register all staff, check staff documents as instructed by Head Office (HO)
- Liaise with the Travel Coordinator at Head Office about student arrivals
- With the Course Director, prepare arrival packs ensuring a smooth and warm welcome
- With the senior team, plan and participate in the staff induction
- Post the first blog post to say the centre is ready to welcome the students
- Liaise with the Student Host Team Leader to ensure English Student Hosts arrive smoothly

## **Customer care**

- With CD, warmly welcome all course participants: students, English Student Hosts, Group Leaders, staff and visitors
- Be clear about the arrival/departure of residential English Student Hosts
- Ensure the course office and any common spaces are well-organised, DS branded and welcoming
- Answer the office telephone and check emails. Respond to simple queries and pass on other matters to the appropriate member of the senior team
- Take minutes at daily staff meetings. Store and circulate as appropriate
- Contribute to daily senior management meetings; put forward your ideas to ensure the centre runs as smoothly as possible
- With CD, act on staff and student feedback, creating a 'You said, we did' board in a shared space that students can see
- Ensure CD/HO informed immediately of any serious problems
- Ensure all incidents, however minor, together with action points are recorded in the DS Portal
- Liaise with HO daily, and ensure that any important information received from HO is acted on
- Help the CD with rooming of staff and students by inputting the information into the Portal
- Help the Group Leaders as much as possible to ensure that their group are happy
- Respond sensitively to any pastoral matters and report any concerns to the CD
- Prepare for the weekly arrivals of students by ensuring all lanyards, envelopes and water bottles are named and room labels are ready
- Liaise with HO regarding the weekly arrivals/departures of students to guarantee that students depart and arrive promptly and safely

## **Centre finances**

- Follow HO instructions to set up a banking system and hold regular pocket money sessions
- With the CD share responsibility for the safekeeping of students' pocket money, valuables, passports, tickets, medication, etc. liaising with Group Leaders as appropriate.
- Make sure any pocket money left over from excursions is handed into the course office and safely locked away.
- Make sure students are clear that DS does not accept liability for theft or loss of property in our safekeeping or in any other locations
- Be responsible for maintaining accurate records of the sale of telephone/SIM cards and expenses
- Keep accurate, up-to-date records of all course expenditure

## **Medical/Welfare (in conjunction with House Parents)**

- Liaise with non-residential nurse to ensure they see any unwell course participants and that care plans are implemented and recorded
- Coordinate care of unwell students and student hosts with HPs, ensuring they see the nurse and are supervised in houses
- Maintain an 'open-door' policy and spend time with students at break time, getting to know them
- In conjunction with the HPs, take students to the medical centre/A&E as required
- If required, administer first aid and medication

### **Other duties**

- Follow the guidelines in the staff handbook, the Administrator checklist and explained by your Course Director
- Accompany students off-site e.g. to horse riding lessons, as required
- Ensure that you follow Health & Safety guidelines and report any issues of concern to the CD
- Carry out all other reasonable duties

### **End of and Post-Course**

- Ensure shutting down the centre is done efficiently and doesn't negatively impact the students
- Manage pack up of the course office, ensure it is left as found and assist with packing/clearing other areas
- Ensure all course records are complete and submitted to Head Office
- Write an end of course report within 5 days of the course-end.

### **8. Next steps**

- Read the [Information for Applicants](#) to find out about the safer recruitment process and pre-employment checks
- Apply with the [2025 online application form](#)
- Contact Leonora Child [leo@discoverysummer.com](mailto:leo@discoverysummer.com) with any questions