

**Title of Post:** Centre Administrator  
**Reporting to:** Centre Director  
**Responsible for:** **Administration only**

**Working Timetable:** Usually - Six days a week – One day off

Please note that due to the logistics of the employment, you may be required to be moved to another centre where extra staff are required. Only in this case will we cover all the travel expenses that may be incurred.

### **Purpose of the Job/Principal Duties**

As a Centre Administrator you are responsible for ensuring that all financial and administrative duties are recorded and logged accurately. 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 to include class registers, fire drill records, absenteeism records and final number certificates.
- To set up the Go Languages WorldWide 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 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.
- 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 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 establish a rota to ensure students are in their rooms and lights are out by 11pm.
- To carry out 24-hour duty on a rota basis with other managers.
- To check the First Aid boxes on a weekly basis.
- 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.



**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 Go Languages Team keeping all lines of communication open.
- To develop a strong rapport with all departments in Go Languages 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.

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

- To behave in a professional manner
- To adhere to Safeguarding and Welfare duties
- To show leadership skills
- To provide support to those involved

**Qualifications/Experience**

- Previous Administrative experience

**Staff Induction**

- To attend a staff induction and take an active part in discussion and feedback.

**Personal Development 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 Go Languages.
- Weekly training or feedback sessions.

**Health & Safety**

- To comply with all health and safety 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.
- A First Aid qualification is desirable. If you have such please make sure a copy of your certificate is available.



### **Child Protection & Safeguarding**

- All staff share the responsibility for safeguarding and promoting the welfare of children and must adhere to, and comply with, Go Languages Worldwide Safeguarding Policy.
- To provide safety and welfare assistance to students.
- To be vigilant for possible welfare problems of students.

### **Go Languages Reputation & Code of Conduct**

- To actively support Go Languages Worldwide 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.

### **Go Languages Worldwide 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.”

## **Person Specification for Centre Administrator**

### **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:** Weekly pay for Centre Administrator: £403.45 (which is inclusive of 12.07% holiday pay) gross salary per week.