

OFFICE ADMINISTRATOR (SUMMER TEMP)

REF. No. KKCL -OADMIN

About us

KKCL has been welcoming English language students for close to fifteen years. We are dedicated to providing quality English language courses for adults as well as innovative programmes for teenagers and young learners.

We are accredited by the British Council, top-rated by the Independent Schools Inspectorate (ISI) - exceeding expectations in all three assessment areas - and a member of English UK. These accreditations and memberships show our commitment to the highest standards of education and welfare.

Our flagship school is located in a Grade II listed building in Harrow - originally a 19th-century village school house. You will find the school has excellent modern facilities, bright, cosy classrooms, a comfortable student lounge, and our own stylish cafeteria serving a wide variety of international food. The school is less than 5 minutes walk away from the Piccadilly line into central London.

This summer we have taken up residence in one of the most prestigious boarding schools in Britain – Harrow School. Established in 1572 and steeped in history, Harrow School has been synonymous with wealth & privilege for centuries. Our students will follow in the footsteps of the giants of old, to live like Harrovians just as Lord Bryon and Prime Minister Sir Winston Churchill once did.

Number of employees

20 during off season
80-100 during summer months

Tasks

Being an Office Administrator, under the direction of the Client Relationships Manager is the first point of contact for all enquiries into the Font Office, including face-to-face contact, e-mail and telephone. You will need to cover reception duties for visiting clients and parents, alongside managing daily activities in and around the office to maintain a professional environment at all times. The Office Administrator is also responsible for preparing all information and bookings for students' excursions. This includes where appropriate booking tour guides, attraction tickets, arrangement of coaches, liaising with group leaders regarding their daily excursion schedules, and preparing overviews for each excursion in advance. Office Administrator also collects feedback on excursions from our online platform, and conducts risk assessments for each excursion and activity location.

Key areas of responsibilities:

- Acts as the main point of contact with external suppliers
- Ensuring bookings are made for excursions and activities and uploading the correct information for Activities Leaders via our online platform, in timely manner

Your role may include any of the following tasks:

- To manage the excursion element of our group operations in efficient manners
- To make initial bookings and follow up, ensuring excursion and activities are booked
- To manage payment of excursions, including the ticket voucher system, invoices or card payment and maintaining the filing system for excursion payment in conjunction with the Operations Manager
- Accounting for collecting and distributing petty cash and staff emergency money

- Accounting for collecting and distributing student pocket money
- To liaise with the Operations Assistant regarding transport bookings; ensuring that they have up to date and detailed information as required
- To Liaise with tour guides as required
- To liaise directly with group leaders and book additional transport and optional excursions as necessary, under direction of Client Relationship Manager
- Ensuring that Activities Leaders provide constructive feedback on excursions, collating this information and making recommendations for change where necessary
- To ensure that all excursion risk assessments are up to date and that we have copies of venues risk assessments
- To keep track of set budget for excursion programme, ensuring best value is achieved at all times, booking the most cost efficient means of entry, or advising on areas where savings can be made
- To act as the initial point of contact for all enquires coming into the office, including from staff, students, agents, parents and teachers
- To cover reception duties for visiting clients and parents, alongside managing daily activities in and around the office
- Maintenance of the staff and group leaders' contacts list
- Signing out students from the planned schedule with permission from Head of Activities

Skills needed

- ✓ Attention to detail
- ✓ Proactive attitude to problem-solving and prevention
- ✓ Strong written and verbal communication skills plus the ability to deal clearly and professionally with the general public by telephone and email are essential.
- ✓ Strong interpersonal skills and a desire to succeed in a fast paced environment
- ✓ Self Starter who maintains high levels of motivation and demonstrates resilience
- ✓ Strong analytical skills & the ability to work unsupervised
- ✓ Good time management skills
- ✓ Ability to co-ordinate works with other departments/companies to meet specific deadlines
- ✓ Self motivated to constantly look to improve departmental processes, quality and performance standards
- ✓ Dedicated, enthusiastic and conscientious approach to all tasks set
- ✓ Computer proficient with Microsoft Word & Excel
- ✓ Strong administration and organisational skills
- ✓ Be able to work in a variety of locations and alongside other teams as required
- ✓ All staff are required to be co-operative and flexible

Duration

May / June to August

Office languages

Fluent in written and spoken English

Location

Harrow-on-the-Hill / Harrow, London

Remuneration

£7.85 per hour

Office hours

May to June

Monday to Friday

8am to 5:30pm

July to August

Due to the nature of our summer programme, with whole day excursions leaving early and coming back late, the Office Administrator is required to be extremely flexible and will need to be on site to deal with any of the groups' concerns. The school office is open from 8am to 8pm, and operates on a rota system.

We cannot offer work permits to candidates who are not eligible to work in the United Kingdom. Due to the volume of applications, only short-listed applicants will be contacted.

Please Note: We will require at least two references which will be followed up by our HR team. Candidates will need to undergo the necessary DBS police checks and any gaps in work history will need to be explained. 2 types of official identification and certificates (either originals or certified copies) will be required for our records.

KKCL is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. We have a comprehensive Child Protection Policy and procedures in place which all employees, volunteers and contractors are expected to adhere to. You will be required to undergo a Disclosure and Barring Service check (previously called a Criminal Records Bureau check), or equivalent if living outside the UK, and you will be asked to sign the Children Act 1989 declaration safeguarding the welfare of children, and state that you have no known reason why you cannot work with children.