

## OPERATIONS ASSISTANT (SUMMER TEMP)

REF. No. KKCL-SS18-OA

### 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

Operations Assistant (OA) supports the Operations Manager (OM) in the day to day running of our school. You will assist with the preparations for groups and individuals, general office administration tasks, liaise with different departments and suppliers, assist with the planning and execution of arrival and departures days for both individuals and groups.

### Key areas of responsibilities:

- Operations support to Operations Team
- Supporting Sales Department and Activities Department

### Your role may include any of the following tasks:

- To receive and answer queries in person, by email and phone from students, prospective students, parents, agents and school staff. Covering reception duties as required and ensuring that the general office administrative tasks are undertaken.
- Under the direction of OM allocate places in approved accommodations, send confirmation of bookings by email and deal with related correspondence. Set response deadlines, monitor students' responses, check full payment are paid on time, cancel accommodation places where response deadlines missed.
- Under the direction of the OM to participate in the first stage investigation of incidents relating to students and their behaviour within our approved accommodation.
- Assist with production of transfer schedules including excursion and airport transfer
- Provide Operations Team cover in the absence of the Operations Manager

- General trouble-shooting for accommodation bookings & transportation
- Assist with the delivery and collection of school stock
- Point of Contact for Operational queries (such as providing staff login details, telephone numbers, schedule information etc)
- Act as point of contact for operational phone calls
- Assist on arrival & departure days by opening up the School where required
- Production of ID Staff IDs for staff and staff induction packs
- Production of student welcome packs and student ID cards
- Arranging staff inductions and arrival information for new staff, including rooming, uniform, mobile phone and credit card
- Assist the Office Administrator in the booking of excursions and travel where required
- Assist the Academic Department in completing daily tasks as directed
- Check staff documents and IT access privileges to ensure all is in place prior to contracts beginning
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#### 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

#### Financial support

From £7.85 per hour depending on experience

### Office hours

#### May to June

Monday to Friday

8am to 5:30pm

#### July to August

Work flexibly, evening and weekend work essential around student arrival dates, inductions and departure dates, 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.*