

## International House London – Young Learners Job Description 2019


This job description summarises the purpose of the job and lists its key tasks. It is not a definitive list of all tasks to be undertaken as those can be varied from time to time at the discretion of the Centre Manager and/or Young Learners Management.

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|-----------------------|---|
| <b>POST TITLE</b>     | Office Centre Administrator   |
| <b>LOCATIONS</b>      | <ul style="list-style-type: none"><li>• International House Ellesmere, Ellesmere College, Shropshire, SY12 9AB</li><li>• International House Oxford, St Edward's School, Woodstock Road, OX2 7NN</li></ul>  |
| <b>DATES</b>          | Oxford: from 8th July to 15th August<br>Ellesmere: from 8th July to 15th August   |
| <b>SALARY</b>         | £400 per week<br>Plus £80 for attending a 2 day Induction.  |
| <b>REPORTING TO</b>   | Centre Manager  |
| <b>CONTRACT</b>       | 5 weeks<br><b>Hours of Work:</b> You are required to work such hours as are reasonably required to carry out your role effectively. Your normal hours of work are 48 per week over a six day week. This position involves working on weekends and other unsocial hours. You may be required to work in excess of 48 hours per week and therefore will be required to opt-out of the European Working Time Regulations |
| <b>PURPOSE OF JOB</b> | To support the Centre manager for daily functioning and overall success of the centre. Show agents around the centre and representing International House.  |

### Job Description

#### Main Duties:

- First point of contact for general enquiries
- Managing the centre inbox and respond to enquiries in a timely manner
- Responsible for campus tours with Agents/Sales

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- Booking taxis for agents/visitors/students when required
  - Liaising with Centres on-site Facilities management (catering/domestics/venues)
  - Providing excellent customer service
  - Representing the IH London brand at all times
  - Liaising with IT Department
  - Creating reports/basic Excel spreadsheets
  - Assisting with proofreading documents
  - Printing/copying
  - Reconciliation of petty cash
  - Responsible for internal communication

### **Person specification**

#### **Essential**

- Good communication skills
- Excellent administrative skills
- Customer service experience
- Good interpersonal skills
- IT Literate
- Ability to multi task

#### **Desirable**

- Experience of working in residential environment
- Experience of working with young learners
- Safeguarding Training

**Please note that if you are successful at the interview stage all offers are subject to two references, a Disclosure and Barring Service Check and Police Check (if living abroad) that are considered satisfactory to IH London.**

**Job Description correct as of November 2019**