

JOB DESCRIPTION

Job Title	Assistant Student Services Director
Department	Young Learners
Reports To	Student Services Director
Role	To assist in the provision of efficient and effective administration and information services to meet the needs of the programme, and in the management of student welfare.
Main responsibilities	<ul style="list-style-type: none"> • Set up and assist in the running of the course office; providing administrative services to the course, ensuring 24 hour telecoms contact for parents; • Assist with inspections of all facilities used by Bell, both at the start and end of the programmes, to ensure the facilities are as contractually agreed and returned as found, with any agreed damages recorded; • Assist with for the monitoring, investigating and reporting of all damages to the Host School and the Young Learner Department obtain costings for repairs and where appropriate ensure the responsible persons are charged; • Liaise with the Host School on contractual services and site security as directed; • Liaise with suppliers and hired services as required, including transport, photocopying, telecoms and nursing services; • Be responsible for all course vehicles ensuring that they are checked, maintained, clean and roadworthy, and all associated records are kept up to date; • Provide appropriate feedback to the Student Services Department and to the Young Learner Department, including staff reports and a report on the administrative and welfare aspects of the course; • Oversee the arrival, distribution, packing and return of all resources; • Assist with student transfers between host school and airport (or other designated point) maintaining spreadsheets and using the student database as required; • Assist with the induction, support and effective management of the House Parents and Course Assistants; • Carry out observations of House Parents as directed and provide written and oral feedback to each staff member; forward feedback documentation to SSD and Young Learners Department; • Assist with the management of course administration staff and House Parent team to ensure a high standard of service and pastoral care as well as maintaining accommodation and student records, and contribute to end-of-course reports; • Contribute to the Professional Development INSET programmes for staff; • Contribute to welfare staff performance evaluation and provide feedback to Centre Manager and Young Learners Project Management Team on all welfare staff; • Ensure that staff operate at all times in accordance with statutory regulations and Bell policies and procedures; • Ensure the supervision and discipline of students, as appropriate; • Teach / provide supervision as required; • Participate in programme social functions and activities and pastoral duties as required; • Participate in visitors programmes; • Deal with student issues/emergencies as and when they arise; • Promote and safeguard the welfare of children and young persons you are responsible for / come into contact with; • Deputise for the Student Services Director and be on call as required.



General	<ul style="list-style-type: none">• Actively promote Bells full range of training services to students by acquiring an up-to-date knowledge of Bell products and services and referring potential prospects to the Marketing Development;• To adhere to all statutory regulations and to Bell policies and procedures;• To undertake any reasonable duties as required.
Compiled by	Head of Young Learners
Date	11.12.2018

This job description is not to be regarded as exclusive or exhaustive and does not form part of your contract terms. It is an outline of the areas of activity and responsibility and, like all such documents, will be amended from time to time, in the light of the changing needs of Bell Educational Services.

PERSON SPECIFICATION

ASSISTANT STUDENT SERVICES DIRECTOR

	ESSENTIAL	DESIRABLE
Education Level	<ul style="list-style-type: none"> • Degree or equivalent 	
Professional/ Technical Qualifications		
Experience	<ul style="list-style-type: none"> • Boarding House Management • Pastoral / welfare experience • Office Administration • Working with children • Team leadership / people management • Worked in a residential environment • Experience in delivering high levels of customer service 	<ul style="list-style-type: none"> • Premises / facilities management • Stock control
Personal Skills/Qualities	<ul style="list-style-type: none"> • Counselling skills • Leadership skills • Communication skills • Interpersonal skills • Time management / able to multi task & work to deadlines • IT literate • Ability to work under pressure 	
Special Requirements		<ul style="list-style-type: none"> • Safeguarding training • First Aid • Full driving licence