

JOB DESCRIPTION

Job Title	Student Services Director
Department	Young Learners
Reports To	Centre Manager
Role	To ensure the provision of efficient and effective administration and information services to meet the needs of the programme.
Main responsibilities	<ul style="list-style-type: none"> • Set up and run the course office; providing administrative services to the course, ensuring 24 hour telecoms contact for parents; • In conjunction with the Host School representative undertake 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; • Be responsible for the monitoring, investigating and reporting of all damages to the Host School and Young Learners Department obtain costings for repairs and where appropriate ensure the responsible persons are charged; • Liaise with the Host School on contractual services, such as catering, cleaning and site security as required; • Liaise with suppliers and hired services as required, including transport, photocopying, telecoms and nursing services; • Ensure all course vehicles are checked, maintained, clean and roadworthy, and all associated records are kept up to date; • Provide appropriate feedback to the Centre Manager and to the Young Learners 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; • Arrange and be responsible for all student transfers between host school and airport (or other designated point) as required; • Induct, support and effectively manage the House Parents and Course Assistants; • Carry out observations for all House Parents and provide written and oral feedback to each staff member; forward feedback documentation to Young Learners Department; • Manage the 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; • Organise and contribute to the Professional Development INSET programmes for staff; • Manage and oversee welfare staff performance evaluation and provide feedback to Centre Manager and Young Learners Department 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 Centre Manager and be on call as required.



General	<ul style="list-style-type: none">• Actively promote Bell's 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 appropriate Market Development Manager;• 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

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