



JOB DESCRIPTION

Job Title	Student Services Director
Department	Language & Activity Programmes – 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"> • 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 and reporting of all damages to the Host School and Language & Activity Programmes Department; • Investigate any damages, obtain costings for repairs and where appropriate ensure the responsible persons are charged; • Liaise with the Host School on contractual services; • Liaise with the Centre Manager and host school to ensure site security; • Set up and run the course office; providing administrative services to the course, ensuring 24 hour telecoms contact for parents; • Liaise with suppliers and hired services as required, including transport, photocopying, telecoms and nursing services; • Oversee the arrival, distribution, packing and return of all resources; • Maintain accommodation and student records, in liaison with House Parents and contribute to end-of-course reports; • Arrange and be responsible for all student transfers between host school and airport (or other designated point); • Manage the course administration staff and House Parent team to ensure a high standard of service and pastoral care; • Ensure that staff operate at all times in accordance with statutory regulations and Bell policies and procedures; • Provide appropriate feedback to the Centre Manager and to the Language & Activity Programmes Department, including staff reports and a report on the administrative and welfare aspects of the course; • Be responsible for all course vehicles ensuring that they are checked, maintained, clean and roadworthy, and all associated records are kept up to date; • Ensure all journeys in course vehicles are logged and only used by those authorised to drive them, and ensure any insurance claims are processed; • Participate in visitors programmes; • Teach / provide supervision as required; • 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 International'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 Language & Activity Programmes
Date	2010

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 the Trust.



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"> • Child protection training • First Aid • Full driving licence (to drive minibus)