



SALES & ADMINISTRATION EXECUTIVE JOB DESCRIPTION

Job Title: Sales & Administration Executive

Responsible to: ISS Sales & Programme Manager & Course Director

Main Purpose:

The ISS Sales & Administration Executive will be responsible for providing administrative services to the ISS Leadership Team throughout the year as well as facilitating the recruitment of pupils to the International Summer School.

The ISS Sales & Administration Executive will provide an outstanding customer service experience to all Agents and Parents. The role demands regular contact with our international agents and parents. As such, an exceptional telephone manner and the ability to communicate clearly with a high level of professionalism are essential requirements of the role. We welcome applications from candidates able to speak a foreign language.

The successful candidate must be open to overseas travel in line with the School's longer term strategy to recruit pupils into Sedbergh School and Sedbergh International Summer School.

Roles and Responsibilities:

Administrative Duties: Pre-Course

- to undertake all admissions-related administrative tasks including the processing of ISS bookings and enquiries as required;
- to familiarise oneself with all SISS publicity materials (brochure, website etc) and to be the first point of contact for enquiries.
- to ensure timely, accurate and complete provision of information to agents, parents, students, third party providers and ISS staff;
- to oversee the distribution of all marketing literature to the relevant individuals, supporting the update of content on the ISS website and regularly sharing newsletters and ISS literature with agents and parents alike;
- to support the planning and delivery of the International Summer School programme, providing administrative support to the ISS Team;

- to attend exhibitions and student and agent fairs both abroad and at home as part of the Summer School pupil recruitment process;
- to liaise with HR regarding advertisements, interview schedules and the appointment of ISS staff;
- to work closely with the Transport Manager regarding airport transfers and travel arrangements for excursions and off campus activities;
- to provide support to the ISS Directing Staff overseeing and managing the provision of ISS resources;
- to chase outstanding paperwork and payments from parents and agents by set deadlines;
- to assist the Operations Staff in maintaining and updating pupil and staff handbooks and policies, familiarising oneself with Keeping Children Safe in Education (KCSIE) and all other policy documents provided to the ISS staff;
- to ensure, in conjunction with the Course Director and Operations Director, that appropriate legislation, regulatory requirements and risk assessment and relevant policies are stored safely and are easily accessible to all as required;
- to assist in the preparation of the Course Induction and to provide support to the Operations Team in the preparation and set up of the ISS offices on both campuses;
- to support the Director of Studies and Assistant Director of Studies in emailing the pre-placement tests, chasing outstanding tests where necessary;
- to ensure all relevant pupil information is shared with the appropriate staff teams in advance of the pupils' arrival;

Administrative Duties: During the Course

- to provide general day-to-day administrative and operational support for the Summer School Management Team to ensure the efficient delivery of an outstanding International Summer School programme (ISS);
- to be the main point of contact for all agent and parent enquiries during the delivery of ISS;
- to assist the Course Director /Operations Director in setting up the student check in process for the designated ISS changeover days;
- to support the Operations Director in the production and collation of all reports from the ISS database as required, producing and distributing the necessary arrival and departure information schedules, roll calls, special requests or medical conditions to the relevant staff;
- to support the Operations Staff in the provision and distribution (in advance) of weekly timetables, pupil numbers and specific dietary information to the relevant ISS support teams;
- to develop and implement effective systems to support the efficient, accurate and timely running of the ISS office during the course, eg production of student reports; the storage and distribution of student documentation and to support the Course Director/Operations Directors in the effective administration of pocket money where required and the reconciliation of petty cash;
- to regularly update ISS social media platforms such as Instagram, Facebook, Twitter and effectively manage the storage of all photographic and/or video evidence of classroom activities, following strict school protocols;
- to liaise with the Marketing and Admissions team arranging and assisting with agent and parent tours as required;

- to assist the DoS and ADoS with the proofreading and distribution of weekly reports to parents and agents and to ensure all leaving certificates and awards are ready for the Celebration Assembly each week;
- to assist with the production and distribution of all pupil, parent and staff feedback surveys, collating and processing their results throughout the summer period;
- to assist with the closing down of the summer school, ensuring all resources are stored appropriately, and making sure the school sites are returned to their original state, ensuring any damages have been reported to the Operations team as necessary;
- to engage with the students outside of class in a friendly yet professional manner and to assist at any time, whether on duty or not, with an emergency situation or where a student is injured or in need;

Health and Safety:

All staff should be aware of the school's health and safety policy and implement it as appropriate.

All staff are required to familiarise themselves with the relevant Risk Assessments ensuring that H&S policies are adhered to at all times to ensure our pupils' safety and wellbeing.

Safeguarding:

All staff employed by Sedbergh School are expected to take responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible or with whom they come into contact.

These roles and responsibilities provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the level of this post.

Sedbergh School is committed to safeguarding & protecting the welfare of children. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.