

Operations Support Officer Job Description

Title: Operations Support Officer

Reports to: Director of Operations and Campus Life

Location: Paddington area, London

Contract Type: Seasonal (Between April and August, length and exact dates TBC)

Our Company

Since 1972, PLUS Ed Ltd has been offering summer English courses in the UK for young overseas students. We are now also operating in America, Malta, Ireland, and Canada. We are one of the biggest summer school providers in the UK and are proud to be market leaders, fully accredited by The British Council. We aim for high standards in our programmes and consequently we are looking for enthusiastic, hard-working individuals to join our team.

Please visit [this page](#) to find out more about our summer programmes.

Overview of the position

The Operations Support Officer plays a pivotal role in the smooth functioning of PLUS Ed's summer camp operations. This position involves providing exceptional customer service, handling phone calls, efficiently communicating messages to the operations team, and offering robust support to group leaders on campus. Additionally, the role requires flexibility in assisting with a variety of administrative tasks and supporting logistical aspects such as transportation and bookings for attractions.

General Responsibilities

Customer Service and Communication:

- Answer phone calls and respond to enquiries in a professional and courteous manner.
- Relay messages promptly and accurately to the relevant members of the Head Office team.
- Provide support and assistance to group leaders, ensuring their needs are met promptly.

Administrative Support:

- Assist with administrative tasks as required, including data entry, document preparation, and record keeping.
- Ensure efficient flow of information within the office and with external parties.

Logistics Support:

- Assist in booking and organising transportation and attractions for student groups and staff.
- Handle any logistical challenges that arise, ensuring minimal disruption to camp programmes.

Team Collaboration:

- Work closely with all Head Office team members.
- Attend team meetings and contribute to the planning and execution of camp programmes.
- Be proactive in identifying areas for operational improvement and offer solutions.

Person specification

- Excellent communication and interpersonal skills.
- Strong organisational abilities and attention to detail.
- Ability to multitask and manage time effectively.
- Experience in customer service or a similar role.
- Proficiency in Microsoft Office especially Excel and general computer literacy.
- A proactive, team-oriented mindset.
- Ability to work in a fast-paced, dynamic environment.
- Experience in an educational or camp setting is a plus.

Application Process

To apply, please submit your CV and a covering letter outlining your suitability for the role to leisure@plus-ed.com and indicating your availability.

Safeguarding and Eligibility Checks

All current holders of roles involving responsibility for or substantial access to under 18s, and all new appointees to such roles, will have appropriate suitability checks, for example with the Disclosure and Barring Service (in England and Wales) or Protecting Vulnerable Groups Scheme (in Scotland), in line with the organisation's stringent safeguarding policy.

All gaps in employment will need to be explained, and a minimum of two references are required. These can be academic as well as professional. All references will be contacted and specifically asked whether there is any reason that the applicant should not be working with anyone under the age of 18.