

## Activity Leader Job Description

**Reports To:** Campus Manager; Activity Manager

**Hours per week:** Expected 48 hours per week across 6 working days, on average

**Position type:** Residential (or non-residential if agreed with PLUS)

### Our Company

Since 1972, PLUS has been offering summer English courses for young international students in the UK and Ireland. We are proud to be market leaders, fully accredited by the British Council. To find out more, please visit our website at [www.plus-ed.com](http://www.plus-ed.com), paying special attention to the Work with Us section on the top menu.

### General responsibilities

#### Standard Expectations

- Interacting with groups of international students and their Group Leaders in a professional, enthusiastic, and customer service-oriented manner.
- Cultivating a positive and inclusive atmosphere and encouraging student participation and an international mix.
- Ensuring regular communication with PLUS staff, following instructions and guidance from the Campus Manager and the Activity Manager.
- Attending daily staff, pre-excursion, and pre-activity meetings.
- Being ready to assist with emergency situations as needed, being on call day and night (except days off).
- Ensuring the safety and well-being of participants and staff by staying vigilant and adhering to PLUS' safeguarding policies.

#### Excursions

- Ensuring thorough preparation, familiarising yourself with itineraries, and rehearsing tour commentaries.
- Leading walking tours during excursions, adhering to itineraries and providing the participants with tour commentaries as expected.
- Ensuring the participants visit scheduled attractions as planned, holding their tickets and coordinating logistical and transportation aspects effectively.

## On-Campus Activities

- Preparing for activities according to the Activity Manager's instructions.
- Participating in the delivery of leisure and sports activities in an engaging and professional manner.
- Assisting in the setup and clearance of equipment and materials for activities and participating in post-activity cleanup.

## Arrivals and departures

- Carrying out room checks before group arrivals and departures, ensuring that the rooms are prepared to a high standard and reporting any damages.
- Warmly receiving and welcoming groups, including during the night, ensuring a positive and friendly introduction to the campus.
- Assisting groups during check-in and check-out processes, troubleshooting as needed.
- Ensuring groups have a smooth departure experience, seeing them off to the airport and addressing any issues that may arise.

## Meal duties

- Carrying out meal duty, ensuring orderly queues, and preventing and managing any disruptions that may arise during meal service.
- Assisting in the collection and distribution of packed meals before excursions and for groups arriving or departing as needed.

## Night duties

- Conducting night checks, following strictly our procedures and protocols, to ensure that all staff and participants can rest.
- Taking on the role of Night Supervisor if needed, assuming responsibility for a designated area during nighttime hours.
- Taking immediate action in the event of a fire alarm, ensuring the safe evacuation of all individuals.

## Person specifications

- Comfortable around groups of students, adept at connecting with and engaging young people.
- Demonstrated cultural sensitivity and ability to communicate with international students.
- Capable of participating in the delivery of activities and presentations to large audiences of students with confidence.
- Ability to adapt to a dynamic and fast-paced environment, showing flexibility in handling unexpected challenges and changes.

- Ability to remain calm and composed in emergency situations and make sound decisions under pressure.
- Previous experience leading tours and/or excursions and working with children or young adults desirable.
- Must bring a smartphone with access to WhatsApp and Google maps to follow routes while delivering walking tours.