

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 is an essential multifaceted role designed to adapt and meet the evolving needs of PLUS Ed's dynamic summer camp operations. This role is central to ensuring operational efficiency and excellence in customer service, administrative support, logistics coordination, staff recruitment support, and supply management. The coordinator will also be prepared to assume responsibilities as a campus manager in emergency situations, showcasing a high degree of flexibility and adaptability.

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 and Recruitment Support:

- Assist with administrative tasks as required, including data entry, document preparation, and record keeping.
- Assist in the recruitment and onboarding of campus staff, following closely standard procedures and ensuring adherence to company policies.
- 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 challenges that arise, ensuring minimal disruption to camp programmes.

Supplies Management Support:

- Manage packaging, collections, deliveries, and inventory of supplies for camp centres.
- Ensure resources are distributed timely and efficiently to various locations.

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.

Additional Responsibilities

In addition to the core responsibilities outlined, the position holder must be prepared to temporarily assume the role of Campus Manager at any of our UK or Ireland campuses. This unique aspect of the role demands flexibility and a willingness to adapt quickly to changing operational needs, including possible relocation while we undertake the recruitment of a new Campus Manager.

Person specification

- Excellent communication and interpersonal skills.
- Strong organisational abilities and attention to detail.
- Ability to multitask and manage time effectively.
- Experience similar roles and in a summer camp setting is an advantage.
- Proficiency in Microsoft Office especially Excel and general computer literacy.

- A proactive, team-oriented mindset.
- Ability to work in a fast-paced, dynamic environment.
- Must be able to attend induction training on 1st and 2nd June in Chelmsford (full-board accommodation has been arranged by 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.