

INTENSIVE ENGLISH PROJECT WEEKS IN YOUR OWN SCHOOL

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Job Description:	Operations Coordinator	Ref No: OSO11/22
Starting salary:	£22-26,000 per annum (depending on experience)	
Contract:	A full-time permanent appointment with a 6 month probationary period	
Location:	Canterbury city centre <i>(the office is a 3 minute walk from the High Street, Cathedral & bus station – please note that there is no parking available at the office)</i>	
Hours of work:	08.30 – 16.30 Monday to Friday – flexible working possible by agreement	
Annual leave:	22 days pa plus Christmas Eve, New Year’s Eve and 8 public holidays	
Bonus:	Annual bonus of 4% of salary (based on meeting our financial targets)	
Pension & Benefits:	<ul style="list-style-type: none"> • Workplace pension scheme with employer & employee contributions. • Health care cash plan. 	
Department:	Operations Team, responsible to the Operations Manager	
Closing date for applications:	Wednesday 30th November 2022	
Interviews will be held:	5–6th December 2022	
Expected start date:	As soon as possible	

About English in Action (EiA)

EiA is a Canterbury based Education Company with over 30 years experience in delivering short, intensive communicative English courses in schools around the world. All courses are delivered overseas and our TEFL teachers deliver 1,400 courses to 20,000 students every year. Countries include: *Austria, Belgium, Bulgaria, China, Czech Republic, Denmark, Germany, Hungary, Italy, Japan, Luxembourg, Netherlands, Poland & Switzerland.*

We deliver a wide range of English language courses at primary, secondary and vocational level for students aged 6 to 19. We also offer specialist adult courses as well as a professional Teacher Development Programme.

The Role

As a member of the EiA Operations team your primary focus will be on liaising with our teachers and making the necessary arrangements for EiA teachers to travel and deliver our programmes worldwide. It is a high volume and process-based position involving the detailed collation of information with extensive use of computer databases. You will assist with:

- Communication and liaison between Head Office and our teachers
- Regular interviewing (in-person and via Zoom)
- Gathering availability, passport details, right to work documents and monitoring travel allowances
- Offering and issuing employment contracts
- Collating and providing teachers with all the necessary information for their assignments
- Troubleshooting any issues that may arise
- Industry networking – build and maintaining relationships with partner organisations
- Sourcing, chasing and following-up with suitable candidates and planning ahead for busy periods
- Maintaining the active teacher pool and keep people periodically updated by email
- Inducting new recruits and providing their onboarding/training
- Coordinate community building initiatives: events, online workshops, newsletters, etc.
- Organising and overseeing occasional teacher training events

Person Specification

1. An experienced and effective multi-tasking professional with a focus on detail and accuracy
2. Excellent spoken and written English
3. A competent user of Microsoft Office (Word, Excel, Access and Outlook)
4. A skilled communicator with a personable a professional attitude all times

Key Requirements:

Please ensure you can meet the essential qualifying criteria before applying.

Qualifications & Training	Essential	Desirable
GCSE English and Maths grade C or above, or equivalent	✓	
A competent user of Microsoft Office Word, Excel & Outlook	✓	
Possess a UK passport and be prepared to travel worldwide if required	✓	
Hold an EFL or state school teaching qualification (PGCE, CELTA, Trinity TESOL, BEd)		✓

Experience & Attributes	Essential	Desirable
Previous experience of working in a small team with a demanding workload	✓	
Significant experience in a challenging administrative role	✓	
Excellent spoken and written English	✓	
Personal experience of independent overseas travel		✓
Experienced recruiter with relevant HR knowledge		✓
Well-honed interviewer with experience of interviewing candidates for different roles		✓
Have experience in managing people in stressful situations		✓
Experience in working within the education sector		✓

Skills & Abilities	Essential	Desirable
Ability to write clearly with a high level of accuracy and standard of written English	✓	
Ability to work under pressure and to tight deadlines	✓	
Ability to think logically and creatively	✓	
Able to pick up the phone and resolve issues quickly and effectively	✓	
Excellent interpersonal skills	✓	
Ability to organise own workload	✓	
International cultural awareness and ability to empathise with overseas clients	✓	
Ability to conduct independent research using various modes of communication	✓	

Application Process	EiA Operations Coordinator	Ref No: OSO11/22
How to Apply:	Submit an up-to-date CV with a covering letter setting out your motivation in applying for the position quoting job reference OSO11/22	
Contact:	Nick Barnes, General Manager	
Email:	nbarnes@englishinaction.com	
Tel:	+44 (0)1227 818250	
Application closing date:	Wednesday 30th November 2022	
Interviews will be held on:	5–6th December 2022	

For further information on English in Action please visit our website: www.englishinaction.com