

## Transfer Coordinator (RESIDENTIAL)

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### JOB DESCRIPTION

#### ABOUT SUMMER BOARDING COURSES

Founded in 2008, Summer Boarding Courses have united students from around the world through education. Delivering award-winning, future-focused courses that strike the perfect balance between academic and social enrichment.

Our courses unlock potential and ignite a spark for long-term success.

Our residential summer courses take place at some of the UK's top boarding schools and university college campuses, including Eton College, Oxford University Colleges and Headington School. We carefully select our campuses to ensure that they provide the perfect environment for our students to live and study.

Over 15,800 students from 152 nationalities have been welcomed to study with us to date.

Whether it's preparing for future studies, developing 21st-century skills or building confidence, the knowledge gained on an SBC course allows students to go forward and apply what they have learnt to other areas of their education and beyond; giving them the necessary skills to achieve their future goals.

The EL Gazette publishes a league table based on British Council inspections, and SBC have been ranked Number 1 from 2018 to 2023. We are very proud of this achievement and will continue to grow and develop our courses to offer students extraordinary experiences.

SBC is the only multi-campus summer school provider in the UK to have achieved a perfect 15/15 areas of strength by the British Council. A true hallmark of educational quality.

Ways we support our Transfer Coordinators:

- Fully paid DBS check
- Extensive, paid, on-site training prior to student arrival
- All meals and accommodation included
- CPD and Appraisals
- Staff Wellbeing Initiative
- Access to Employee Assist Programme (EAP)
- Continual support for **all** staff from the Head Office Team, both on the ground and via phone/email
- Online safeguarding and prevent training
- Professional, fun and supportive environment

### THE ROLE

The Transfer Coordinator, alongside the Transfer Manager, is responsible for the efficient organization and execution of airport transfers. These transfers play a crucial role in the overall success of the summer schools, as they form students' first and last impressions through the welcome and farewell provided by our staff at the airport.

Over the summer, nearly 100 staff members will be involved in transferring more than 1,000 students to and from the 9 summer school sites. Ensuring smooth transfer days requires meticulous organization, thorough preparation, and strong management.

The Transfer Coordinator, in collaboration with the Transfer Manager, will oversee a team of Transfer Staff on transfer days, working closely with Summer School Activity Leaders, College Mentors, Teachers, and Tutors. A key aspect of the role involves preparing for transfer days at the airport by briefing Transfer Staff and other involved personnel, as well as maintaining clear and effective communication with both the team and the Transfer Manager.

Additionally, the Transfer Coordinator will contribute to the overall management and leadership of the summer school, requiring a strong understanding of its operations and a readiness to address any situations as they arise.

Responsible To: The SBC Director and will be line managed by an allocated member of the SBC Senior Leadership Team.

## MAIN DUTIES

- Assist the SBC Transfer Manager with logistics and planning for Transfer Days.
- Coordinate the Transfer Team, including overseeing their induction week transfer training.
- Support the Transfer Manager in briefing staff for transfer days, ensuring all team members understand their roles and responsibilities.
- Coordinate a pool of non-residential Transfer Staff required for transfer days.
- Be present at Heathrow Airport for all site transfer days and other necessary occasions.
- Coordinate all non-regular arrival and departure transfers between sites, taxi operators, and staff.
- Ensure all staff have printed copies of relevant information, including flight details, terminal maps, emergency contact numbers.
- Act as a liaison between transfer staff, ground teams, and the SBC Head Office, ensuring HQ is informed of student arrivals and departures at all times.
- Update coach, minibus, and taxi lists in real-time on airport days, ensuring HQ and site teams are aware of all student transfers and any changes.
- Oversee hotel and taxi bookings for the Transfer Team and any other staff requiring transport and accommodation.
- Use Salesforce to crosscheck flight details against the master airport list and verify all taxi bookings against the master airport list.
- Track and input all transfer-related expenses and invoices (i.e. hotel bookings and taxi services) into the relevant financial records before weekly payment deadlines.
- Ensure all Transfer Team and Transfer Bank hours are accurately recorded and submitted to the Staff Team before weekly payroll deadlines.
- Adhere to all health and safety regulations, including completing risk assessments, briefing the Transfer Team on protocols, and ensuring compliance with SBC safeguarding and other policies.
- Assist in emergency situations as required, whether on duty or not.
- Handle sensitive situations professionally alongside the Transfer Manager.
- Uphold the safeguarding and welfare of all students in your care.
- Engage with staff and students in a friendly, professional manner at all times.

### Safeguarding Responsibilities

- Be committed to the safeguarding and welfare of students in your care
- Attend on-site safeguarding training during induction week
- Carry out SBC's safeguarding policy and ensuring others do the same.
- Develop positive relationships with students, earning their trust whilst maintaining proper professional boundaries,
  - E.g. Not sharing personal information such as contact details or social media with students.
- Listen to students and being vigilant regarding the potential indicators of abuse.
- Report any potential concerns to the school's Designated Safeguarding Officer

### General Duties:

The welfare of students is paramount to us and every member of the team is expected to assist in maintaining the welfare and order at the site, including in the accommodation.

- Actively supervise and interact with students during meal and break times
- Empower students to successfully engage in the programme while helping develop independence, confidence and social skills
- As with all residential work, be able to show a large degree of flexibility

- Help ensure that the students do not breach the rules of the college
- Engage with the students at all times, in a friendly but professional manner
- Assist at any time, whether on duty or not, with an emergency situation
- Provide feedback on your experiences during & also at the end of summer

## EXPERIENCE REQUIRED

### Essential

You will need excellent time management and multi-tasking skills, as you will be welcoming students while thinking several steps ahead and keeping abreast of any delays or cancellations which may affect your schedule for the day. We also look for staff who can take a flexible approach, remaining calm and level-headed while projecting a welcoming, reassuring image to our students who are arriving.

### Desirable

- Experience of residential international summer schools
- Experience of the UK boarding environment
- Experience of working within the education sector

## HOURS OF WORK

A normal working week for Transfer Managers will consist of up to 70 hours per week over six working days.

Once the schools have started, the Transfer Manager works six days out of seven and will have one day off per week. The Transfer Manager will be based at one of the summer schools and will need to communicate frequently and effectively with the summer school management teams at least two of the summer schools and with the SBC Head Office. For transfer days, the Transfer Manager will be based at Heathrow Airport coordinating the smooth running of arrival or departure transfers.

**All staff will receive one full day off per week.**

## CONTRACT INFORMATION

Our courses run from the end of June to the middle of August. Please see our website [here](#) for the exact dates and more information.

**Remuneration:** Paid weekly, one week in arrears. The weekly rate received for Transfer Coordinators is £790 PLUS any accrued holiday to be paid at the end of contract)\*  
Food and accommodation are included for all residential SBC staff.

*\* Please note that given the short-term nature of these contracts at SBC and the duty of care we have to our students, holiday will only be authorised in exceptional circumstances and must be requested at least one month prior to taking leave. At the end of your contract, you will receive a payment for any holiday you are owed. If you take any holiday during your contract, then this will be deducted from your holiday allowance.*

## LOCATIONS:

The role of **Transfer Coordinator** will be based at one of the following sites:

SBC At Canford School  
SBC at Eton College  
Headington School  
Cambridge College  
Oxford College

## SBC PERSON SPECIFICATION

All members of staff employed by SBC will be expected to bring certain key qualities to the operation. There must be a professional interest in working with young people and particularly international children. Safety and welfare of the students is of paramount importance at SBC and a practical enforcing of this belief should be a quality exhibited by all staff.

**We look for staff who are:**

- Approachable & empathic to the needs of students
- Enthusiastic & engaging
- Diplomatic, responsible & motivated
- Flexible within the summer school environment

*We expect all SBC staff to be able to communicate effectively with our students, using an appropriate level of language to suit the group. SBC staff must demonstrate patience, empathy and an emotional awareness towards students both individually and in within a group setting. We expect all staff to take control of students and to manage discipline and behavioural issues in a firm, positive and constructive manner.*

## TO APPLY

Please apply online at: <https://summerboardingcourses.com/work-for-us/>

We want to make sure we do all we can to set candidates up for success in this process. If you require any adjustments to help you at interview and/or you have any questions at all, please contact us at: [recruitment@summerboardingcourses.co.uk](mailto:recruitment@summerboardingcourses.co.uk)

*Please note, as this post involves direct contact with vulnerable children, it is exempt from the Rehabilitation of Offenders Act 1974. However, amendments to the Exceptions Order 1975 (2013 and 2020) provide that certain spent convictions and cautions are 'protected'. These are not subject to disclosure to employers and cannot be taken into account.*

## SHOULD YOU BE SUCCESSFUL

- Any gaps in your CV will be enquired about and must be explained satisfactorily
- You will have to prove your Right to Work in the UK
- You will provide the details of two recent and relevant referees who we will contact and specifically ask about your suitability to work with children and any concerns.
- You will be required to undergo a Disclosure and Barring Service check (DBS), and equivalent if you live, or have lived, outside of the UK
- You will be asked to state that you have no known reason why you cannot work with children
- Official identification and certificates will be required for our records

*Please be aware that SBC may conduct online searches for shortlisted candidates as part of our legal duty to meet our safeguarding duties.*

## SBC SAFEGUARDING STATEMENT

*Summer Boarding Courses is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. We have a comprehensive Safeguarding and Child Protection Policy and procedures in place which all employees, volunteers and contractors are expected to adhere to.*

## SBC EQUALITY, DIVERSITY & INCLUSIVITY STATEMENT

*We operate a policy of equal opportunities and welcome applications from candidates irrespective of sex, marital status, race, colour, nationality, ethnic origin or disability.*