

## JOB DESCRIPTION

<b>Job Title</b>	Student Experience Manager
<b>Responsible to</b>	Centre Manager
<b>Purpose of job and primary objectives</b>	To prepare and oversee the efficient and effective operation of the summer activity and excursion programme, being the main point of contact for Group Leaders and Student Experience Leaders.
<b>Main Duties</b>	<ul style="list-style-type: none"> <li>• Oversee the organisation and execution of the activities and excursions, ensuring the programme is inclusive, safe, and suitable for all students.</li> <li>• Support and Manage Student Experience leaders as required, ensuring delegation of tasks appropriate to activity and that students are supervised at all times.</li> <li>• Plan and oversee both on and off-site activities.</li> <li>• Carrying out and/or consulting risk assessments whenever required.</li> <li>• Promote the Activity Programme effectively to the student body, maintaining high levels of participation.</li> <li>• Effectively monitor all outgoing expenditure, in line with approved budgets.</li> <li>• Liaise with host centre staff to ensure activity facilities are booked and ready for use.</li> <li>• Ensure all bookings and briefings are organised for staff to deliver the excursions and activities.</li> <li>• Undertake all coach booking for excursion destinations.</li> <li>• Maintain a high quality of on-site activities and that equipment is effectively maintained and re-stocked as required.</li> <li>• Regularly meet, one-on-one or as a group, with Group Leaders to discuss the upcoming activities and excursions.</li> <li>• Ensure that requests from Group Leaders and host centre staff are met promptly.</li> <li>• Meeting with host centre staff to address matters relating to facilities and general running of the activity programme.</li> <li>• Implement client feedback as effectively and efficiently as possible.</li> <li>• Represent the company in a reputable and professional manner at all times.</li> <li>• Respond to emergencies whenever necessary.</li> </ul>

	<ul style="list-style-type: none"> <li>• To be on call overnight in case of an emergency, on a rota basis.</li> <li>• Ensure any incidents are appropriately recorded and promptly reported if required.</li> <li>• Maintain suitable levels of student discipline, safety, and welfare.</li> <li>• Always encourage students to use English.</li> <li>• Attend all staff briefings.</li> <li>• Conduct staff reviews and provide feedback where required.</li> <li>• Commit to being a positive role model through your employment.</li> <li>• Ensure that all staff keep the premises and company equipment clean, safe, and in good order.</li> </ul>
<p><b>Other responsibilities</b></p>	<p>Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Staff will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in the job description.</p>
<p><b>Personal Specification</b></p>	<ul style="list-style-type: none"> <li>▪ An understanding of what makes a successful activity/excursion programme.</li> <li>▪ Previous management experience in leading a team is desirable.</li> <li>▪ Organised and able to prioritise tasks to meet deadlines.</li> <li>▪ Outgoing and enthusiastic personality.</li> <li>▪ Excellent spoken and written English language skills.</li> <li>▪ Ability to work as part of a team and to use own initiative.</li> <li>▪ Strong communication and leadership skills.</li> <li>▪ A flexible, cooperative, and responsible attitude.</li> <li>▪ Experience in planning and programming activities.</li> <li>▪ Previous experience of working with young people at a summer school/residential school programme is desirable.</li> <li>▪ Local knowledge of Oxford and other cities, such as London and Cambridge, is desirable.</li> <li>▪ Demonstrate respect for equal opportunities and respect for race and diversity.</li> <li>▪ Ability to work in a way that promotes the safety and wellbeing of children and young people.</li> </ul>
<p><b>Special working conditions</b></p>	<ul style="list-style-type: none"> <li>▪ Full board and accommodation will be provided.</li> <li>▪ One full day off each week, though will be required to be contactable (on call) in case emergencies.</li> <li>▪ All staff will be subject to safeguarding checks including an enhanced DBS disclosure.</li> </ul>

<p><b>Safeguarding</b></p>	<p>Experio Summer Ltd is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. As such, all successful applicants will: be asked to explain any work and/or educational history gaps; undergo an Enhanced DBS Disclosure or overseas equivalent; provide details of 2 referees that can objectively comment on your suitability to work with children; show evidence of entitlement to work in the UK.</p>
<p><b>Our Mission Statement</b></p>	<p>As a summer school organiser, we are committed to providing the highest standards of tuition, coaching, supervision, support and welfare to all our students, group leaders and staff. Our purpose is to create opportunities for young people from all over the world to learn new things, to have new experiences and to make new friends and everlasting memories.</p>
<p><b>Pay Information</b></p>	<p>The rate of pay for a Student Experience Manager is, £560 per week (plus accrued holiday pay). You are required to work such hours as are reasonably required to carry out your role. You are entitled to one day off per week. You may be required to work in excess of 48 hours per week and therefore be required to opt-out of the 48 hour Working Time Regulations.</p>

## A Day in the Life of a Student Experience Manager

**7:30** - The students are having breakfast and I'm joining them, along with the rest of the team. I make sure I'm visible to staff and Group Leaders and ensure that all rostered staff are on duty.

**8:00** - After my coffee, I'll head over to the office to catch up on my e-mails. I also hold a brief meeting with my team to outline the events of the day and answer any questions they have regarding the day ahead.

**9:00** - I see off the Activity Leaders that are heading out on excursions, ensuring everyone has the correct group and they are on the correct coaches.

**10:00** - I have a meeting with the Group Leaders about the day and upcoming trips, which they are eager to hear about! I gather the groups' itinerary requests for the weekend London trip. Now it's planning time!

**11:00** - Some of my team are running morning activities so I head out to make sure everything is going smoothly and offer support and guidance where needed. I then head back to the office to continue preparing for the upcoming excursions.

**12:30** - Lessons have finished and it is time for lunch – the morning flew by! I make sure I talk to students and Group Leaders and support the Activity Leaders on duty.

**13:30** - The afternoon activities begin, and I rotate around the sessions to ensure that everything is being delivered to a high standard. I then head back to the office to continue my prep for the week, asking the Assistant Activity Manager to help me with some tasks.

**14:30** - I receive a phone call from an Activity Leader on the excursion saying a student hasn't arrived at the meeting point at the agreed time. Following company procedures, I am able to rectify the problem efficiently. I phone up other members of my team to make sure everything is going well.

**17:30** - Lessons and activities will be finishing so I head over to the dining hall for some dinner, carrying out the same duties as I did during lunch.

**18:30** - My team will be delivering a whole campus disco for the evening at 7pm so we have a quick pre-activity get together to ensure everyone knows what is happening, ready for the fun to begin!

**22:00** - The disco was a great success, with both the students and staff enjoying themselves. I help the team pack away and rest up for another busy day tomorrow.