

Business Operations Coordinator

Job Description

Purpose of Job:

Reporting to the Managing Director, the Business Operations Coordinator has shared responsibility for a number of key activities, including the management of systems and projects, which vary in intensity through the year in the operational areas detailed below.

You will be accountable for the implementation and execution of efficient and effective operational procedures and policies. These include organisation-wide weekly, monthly and annual operational functions, the effective management of external providers, overseeing key staff procedures, supporting the core leadership team; and overseeing and implementing logistics for our summer programs.

STRATEGIC OPERATIONS

1. Implement and oversee a new organisational file management system.
2. Help oversee and develop our project management system with a core focus on operations.
3. Seek employee and client feedback at key points in the year to feed into the company annual report and action points.
4. Draft annual reports and track the progress of project milestones and operational goals
5. Identify shortcomings and efficiency savings in all operational areas of the business and recommend improvements.

EVENTS & RELATIONSHIP MANAGEMENT

Summer Programmes

1. Support the development and delivery of summer programmes:
 - a. Ensure the recruitment of staff into all summer roles with pre-screening completed in good time.
 - b. Successfully execute college bookings and relationship management, nurturing existing relationships and helping to build new ones.
 - c. Identify and fulfil all rooming (accommodation, classrooms etc) and catering requirements, planning for contingencies and organisational growth.
 - d. Resolve ad hoc non-College accommodation, classroom and meal booking issues.
 - e. Assume an ambassadorial role as it relates to schools/groups/third party agents.
 - f. Ensure all transportation needs and excursions bookings are completed on time.

Visit us at www.reachcambridge.com

Email: info@reachcambridge.com
International Telephone: +44 870 8031 732
Registered Address: 23 King Street, Cambridge, CB1 1AH, UK
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- g. Develop, implement and review staff training programmes.
 - h. Troubleshoot any operational or logistical issues quickly and efficiently on a case-by-case basis.
 - i. Prepare and manage contingency plans and help prepare risk assessments.
2. Take an active operational role (ideally onsite) during our six-to-eight-week summer school period in central Cambridge.

Client Engagement

1. Oversee our CRM systems and communication including email, chatbot, phone and webforms and effectively manage all external providers.
2. Oversee effective and efficient client admissions process including content, usability and functionality, and the engagement of any related external providers.
3. Manage and oversee all online courses and liaise with students, parents and teachers as required.

KEY COMPANY OPERATIONS

Human Resource Administration

1. Ensure HR policies and procedures (including recruitment) are compliant with advice and guidance.
2. Induct new hires – employees and contractors.
3. Oversee and implement annual staff training plan for both year-round and seasonal staff including safeguarding and other core training areas.

Website & Tech Administration

1. Oversee our general website functionality and help initiate any changes and updates via our backend system.
2. Oversee our related external providers including basic IT support and web design.

Facilities Management

1. Liaise with property managers on all matters relating to the company's estate and accommodation.
2. Prepare and manage our property usage during the summer school, to ensure the spaces can be split and used effectively both as accommodation and classrooms.
3. Ensure all teaching staff and coordinators have the resources and facilities they need in order to maximise their summer school experience - laptops, classrooms, on- and off-site activities.

SKILLS

This new role will be especially attractive to someone with an entrepreneurial spirit and a natural collaborative working style willing to get involved in a diverse range of interesting assignments. You will have a keen eye for detail and excellent written and verbal skills. Your energy, resilience and enthusiasm will inspire others, as will your ability to navigate through sometimes difficult and complex problems. You will have an easy manner, great empathy and a wide range of social skills to engage effectively with a diverse set of international students, academics, teachers and coordinators. Others will have trust and confidence in your judgement, advice and guidance.

KNOWLEDGE

- Degree level education (2:1 and above)
- Proficient use of the internet, MS Word, Excel and PowerPoint
- Working knowledge of online applications, systems and processes
- Valid Driving Licence (Desirable)
- Valid First Aid Certificate (Desirable)

EXPERIENCE

- Previous experience in planning education or cultural/arts events and related operations and administration (Essential)
- Previous experience in communications, with both internal team management and developing and maintaining third-party relationships (Desirable)
- Previous experience working with young people (Desirable)
- Previous experience of summer school, residential or academic study programmes (Desirable)