**Role Description**

Harlaxton College

**Job Title:** Travel and Custom Programs Assistant  
**Department:** Student Development Office

**Responsible To:** Assistant Director for Travel and Custom Programs  
**Date Prepared:** 04 October 2018

**Working Hours:** Full-time, 35 hours/week; 5 days out of 7, to include weekend and evening working. Nominally, office hours will be 9.00am - 5.00pm, 5 days per week but actual hours will vary according to client needs, with some weekend and evening working, especially in the summer – flexibility required.

**Summary of Job:**
To provide administrative support to the Assistant Director for Travel and Custom Programs and to support other Student Development personnel, functions and activities as needed. This job requires a high-level of administrative acumen, attention to detail, strong communication and quantitative skills and the intercultural capacity to work productively with U.S. colleagues, academic clients and students. Experience in student life and/or study abroad is desired as is familiarity with the idiosyncrasies and ethos of an American working environment.

**Education/Experience Required:**

1. Relevant administrative qualifications and a record of experience and success in administrative support.
2. Strong computer skills, including facility with administrative software such as Microsoft Office (e.g. Word and Excel), email and social media and familiarity with enterprise computing systems.
3. Excellent organisational, communication (written and oral), quantitative, and interpersonal skills and the ability to apply them effectively in our business context.
4. Ability to organise and prioritise tasks.
5. Enthusiasm, initiative, and an ability to work collaboratively in a small residential setting.
6. Flexible approach to working hours and willingness to undertake a wide variety of tasks.
7. Ability to work independently and under pressure, to meet deadlines and to react to client requests efficiently and quickly.
8. An ‘eye for detail’ and a commitment to superior client service.
9. Willingness to be an active part of a close working community.

**Key Duties/Roles:**

1. To support all aspects of travel and custom programs. These include, but are not limited to:
   a. Coordinating airport arrivals and departures
   b. Arranging courier service
   c. Booking ground transportation
   d. Allocating accommodation on site (at Harlaxton) and off site
   e. Allocating classroom and laboratory space
   f. Arranging for external lecturers (when requested)
   g. Preparing briefing materials (e.g. orientation, safety, trips)
h. Arranging field trips and other excursions (local and farther afield)

i. Managing meals (and client dietary needs) and other special events at the Manor

j. Providing for day-to-day client needs on site, during the week and, sometimes, on weekends

k. Attending to sick/injured students in the event of emergencies

2. To support Student Development office programmes such as Meet-a-Family.

3. To work effectively with external service providers (e.g. coach companies, hotels, hostels, academic and cultural venues).

4. To be flexible in performing both office administrative duties and also practical duties associated with being a member of the Student Development Team.

5. To courier allocated trips as needed.

6. To promote student welfare in a pastoral role through advising, educating, and encouraging personal growth.

7. To assist with the evaluation of programs offered by SDO and long-term planning.

Other Duties/ Roles:

1. To help and advise residents, staff, visitors, guests and events where able and when required.

2. To participate in the selection and training of Student Development Staff as requested.

3. To assist other internal departments (e.g. Reception, Library, Business Office, College Secretary, etc) as required and as directed by the Director of Student Development.

4. To be competent in First Aid (certification required – ongoing training provided) and preferably to hold a valid driver’s licence.

5. To attend personal training courses as required by the College.

6. To assist in the event of a College Emergency.

7. To carry out other reasonable duties as the Director of Student Development and/or the Principal may require.

This job description describes the principal purpose and main elements of the job. It is a guide to the nature and duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.

All staff at Harlaxton College must be capable of delivering high service standards, have a meticulous attention to detail and be able to work under pressure.

All staff at Harlaxton College must be outgoing, dedicated and enthusiastic persons, who are both team players and able to work on own initiative.

We are always looking for people who are not afraid to 'go the extra mile' to provide exceptional service.

Working at Harlaxton College is rewarding. We offer competitive salaries, great benefits and the use of College amenities.