

PARTICULARS OF EMPLOYMENT

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| Post title: | Transfer Coordinator (Felsted, Bankside, Uxbridge and York centres only) Due to car hire company insurance regulations, we regret that we are only able to accept applications for Felsted and York from people aged 25 or over, and who have held a full driving licence for two years. |
| Salary Scale: | Basic rate of £279 per week plus accrued holiday pay. Increments available |
| Department: | Welfare |
| Contract: | Temporary, Fixed Term |
| Responsible to: | Operations Manager at Head Office and Centre Director |
| Maximum hours per week: | 48 hours over a 6-day week |

MAIN DUTIES

Manage the transfers of our clients to/from airports and other ports of entry

Act as a representative of Stafford House for arriving and departing groups or individuals

When not on transfer duties, act as a Welfare and Social Organiser (see separate job description)

KEY RESPONSIBILITIES (This list is not exhaustive)

1. To have read and understood the supervision manual and the staff handbook, and be fully conversant with our policies for the welfare and protection of children. At all times whilst on duty, staff are responsible for the care, welfare and safety of students, whilst ensuring they follow the school rules.
2. Manage the transfers of groups and individuals, including liaising with coach/taxi companies and Head Office.
3. Meet and greet each group or individual on their arrival (or arrange a staff courier), ensuring that all passengers are accounted for, that they have all their personal belongings with them, and are shown to the correct coach. Assist with the loading of the luggage as necessary.
4. Travel between centres/airports/Eurostar terminals where necessary, using the company hire car or by public transport.
5. Brief students on their journey and escort/supervise the students back to the centre (where applicable).

6. Lead student induction talks on arrival, and assist in allocating students to their accommodation.
7. Plan departure transfers in coordination with Head Office, coach/taxi company, student/group leader as necessary. Organise packed meals, staffing, and special arrangements at the centre. Confirm details with student/Group Leader.
8. Ensure that the students are gathered at the departure point and the departure transfer leaves in time for check-in, checking traffic and flight information as necessary. Escort students to security or assisted check-in as necessary.
9. Assist with centre administration and other general tasks on the course as directed.
10. Ensure that all Stafford House Health & Safety policies are implemented and monitored.
11. Lead and assist with activities/excursions, ensuring the safety and welfare of the students, as well as providing them with information to help them get the maximum benefit from their stay.
12. Duties as outlined in the Welfare and Social Organiser's job description
13. Additional duties as required

INFORMATION

This is a residential position and all meals and accommodation are provided. The Transfer Coordinator is responsible for arranging the transfers of groups from the airport/train station to their destination centres and their return. This is a supervisory role and involves organising coach/taxi bookings, meeting groups personally or arranging couriers to meet groups, and leading student inductions on arrival at the centre. The Transfer Coordinator will also act as Welfare and Social Organiser and should follow the procedures set out in the supervision manual and Job Description. This position will involve working unsocial hours, unsupervised.

Transfer Coordinators are required to work up to a maximum of 48 hours per week over a six-day working week, and are entitled to at least one full day off per week, which is usually taken during the week

On the application form, you will be required to sign a form declaring details of any criminal convictions, cautions, reprimands and final warnings, and any other information that may have a bearing on your suitability for the post. Furthermore, if your application is successful, you will be subject to a CRB Enhanced Disclosure.