



AIRPORT COORDINATOR

LINES Overview

For over 25 years LINES has been providing high quality academic language courses. Our English language courses are accredited by the British Council and are designed to engage and inspire students to improve their language skills whilst making friends and having fun at the same time.

We offer an exciting range of excursions to destinations across the UK from our centres at Downe House (Berkshire) and Queenswood (Hertfordshire) and a programme of sports and activities which is second to none. We also offer pro-activities, professional coaching in football, tennis, golf, horse riding and music as well as experiences including West End musicals, Harry Potter Studio tours and Thorpe Park.

Job Overview

We are looking for a small number of well-organised, resourceful, confident and reliable Airport Coordinators who will manage the whole transfer operation at an airport terminal in order to provide students with a smooth, safe and efficient transfer service from the airport to their centre and back.

This is **not a residential post**, so **applicants should live within commutable distance** of either of our 2 centres:

- Queenswood - Shepherd's Way, Brookmans Park, Hatfield Hertfordshire AL9 6NS
- Downe House - Cold Ash, Thatcham, Berkshire RG18 9JJ

If this sounds like you and you **currently have the right to work in the UK** we want to talk to you!

Safeguarding

LINES is committed to ensuring the safeguarding of young people and we expect all staff to share this commitment.

All staff must be able to provide **2 professional references** and provide the required information needed for us to apply for an enhanced **DBS Check** and other suitability checks on your behalf.

You will also be required to complete an online basic **Safeguarding course** before receiving your contract. Full details about all these checks and what you need to do if appointed will be given at interview.

Salary

Hourly paid – meets National Minimum Wage/National Living Wage (age dependent)



Person Specification

| | Essential | Desirable |
|---|---|--|
| Legal Requirements | <p>Right to work in the UK</p> <p>Aged 18 or over</p> | |
| Qualifications | Undergraduate degree (or currently an undergraduate student) | |
| Experience | | Experience working with international students |
| Skills and Knowledge | <p>Capacity to work alongside colleagues, contributing effectively to a team</p> <p>Excellent communication and interpersonal skills</p> <p>Ability to work comfortably in a fast paced, intensive environment</p> | |
| Personal attitudes and qualities | <p>Culturally sensitive and genuinely enjoys working with young people</p> <p>Resourceful and can take the initiative</p> <p>Able to cope with unexpected changes to schedule and routine</p> <p>Open to receiving feedback to develop new skills</p> <p>Committed to safeguarding children and to ensuring their safety and welfare is the priority</p> <p>Creative, energetic and fun</p> | |



LINES Centre Information

| LINES Centre | Working Dates 2023* (*subject to change) |
|--|--|
| Downe House Cold Ash Thatcham Berkshire RG18 9JJ | Wednesday 12 th July Saturday/Sunday 22 nd /23 rd July Saturday/Sunday 29 th /30 th July Saturday 5 th August |
| Queenswood Shepherd's Way Brookmans Park Hatfield Hertfordshire AL9 6NS | Sunday 2 nd July Saturday/Sunday 8 th /9 th July Saturday/Sunday 15 th /16 th July Saturday/Sunday 22 nd /23 rd July Saturday/Sunday 29 th /30 th July Saturday 5 th August |

Duties and Responsibilities

- Escort students to/from airport/LINES centre using LINES transport.
- Communicate with Main Office/LINES centre/transport driver to make sure transportation of students runs as smoothly as possible.
- Arrive promptly at LINES centre on working days.
- Work well as part of a small team.
- Create a positive first impression and ensure the well-being and safety of all students.
- Make themselves and their role known to students as they arrive.
- Wear their Lines T-shirt so they are easily identifiable to students.
- Report any disciplinary issues i.e. smoking, bullying etc.
- Be aware of and report any pastoral problems, i.e. homesickness, hygiene, health.

All LINES Staff must

- Commit to safeguarding and promoting the welfare of all course participants at all times
- Work cooperatively with both LINES colleagues and host centre staff
- Maintain confidentiality (in accordance with LINES' Data Protection Policy)
- Complete all documentation as required
- Carry out directions from Head Office and comply with all legal and professional organisation requirements
- Present yourself well; being of smart appearance, appropriate to the role and using appropriate language
- Act in a thoroughly professional manner so as to uphold the good reputation of LINES

LINES policy regarding alcohol, smoking and substance abuse

You are working with children. Consuming alcohol and substance abuse are not permitted at any time on campus or during working hours. Smokers may only smoke in designated areas when off duty. Staff must be fit to supervise students at all times. Failure to abide by these rules will be treated as a serious disciplinary matter and could lead to immediate dismissal.

For more information about Lines, please visit www.lines.ac

