

## Celtic English Academy Student Support Assistant

### Celtic English Academy, Cardiff City Centre

Celtic English Academy, established in 2004, is a friendly and welcoming British Council and IALC accredited English Language Teaching (ELT) centre in the heart of Cardiff. We take pride in our small class sizes, great teachers and wonderful support staff. We offer a range of beginner to advanced level English language courses for international students including, but not limited to; General English, IELTS Exam Preparation, Cambridge Exam Preparation, Teacher Development Courses, One-to-One lessons for adult students, and bespoke packaged programmes for both adult and young learners.

Each year approximately 1000 adult students with an average of 11 weeks' stay study with us from up to 50 different nationalities. We teach 150 - 350 students at any one time and our students are accommodated in local homestays or private student residence accommodation. We strive to foster a friendly, motivating and student-focused environment where we can offer a great service to all that study with us. We work as a team to support our students to meet their goals; whether they are learning English to go to university, for their career or to simply communicate more easily in our globalised world – We teach English today, so they can start their tomorrow.

Celtic English Academy is a Real Living Wage Employer, recipient of the FairPlay Employer Award and also has a Green Growth Pledge with the Welsh Government. Since 2021 we operate an agile working environment for employees. We are pleased to be a Kickstart Scheme employer.

### For all applications, we require:

- Referral from your Jobcentre Work Coach
- Completed application form provided by Celtic English Academy (available from your Work Coach). You may attach your Curriculum Vitae in addition
- E-mail application in word format to: [jobs@celticenglish.co.uk](mailto:jobs@celticenglish.co.uk) with the subject of the email being your full name and the position you are applying for
- E-mail communication is preferred. If this is difficult, please post documentation to:

Shoko Doherty  
CEO  
Celtic English Academy  
18 Park Grove  
Cardiff CF10 3BN

Telephone: 029 20 344 805

Applications will be acknowledged and then evaluated against the selection criteria. The appointment will be made subject to an enhanced DBS disclosure.

## Student Support Assistant

### REQUIRED START: as soon as possible

The Student Support Assistant is responsible to the Operations Manager and is required to demonstrate excellent customer service as a front-facing point of contact to our customers with responsibility for taking care of student service-related tasks day-to-day.

The Operations department is responsible for keeping the Academy running efficiently by performing the Academy's day-to-day operational activities, as well as ensuring that our systems, processes and customer service standards are consistently high. The Operations department is usually the students' first point of contact from the time of booking and once they arrive in the UK/at the Academy. They are also often the last point of contact upon departure.

**Salary: Real Living Wage @ £9.50 / hour for 25 hours per week**, (which could increase to 37.5 hours per week depending on business needs)

### Is this role suitable for me?

This is a Kickstart scheme position for 16-24 years that are currently unemployed. The role is an excellent opportunity for young people looking for an entry-level job in business administration, customer services, marketing, operations or student welfare. The role offers the chance to gain valuable experience in front-of-house service, office-based work and in an international working environment.

Celtic English Academy is particularly experienced at supporting young people to upskill and progress in their career and many members of staff have gained valuable professional development with the Academy. As a small to medium-sized organisation there are regular opportunities to take on responsibilities and develop essential work skills.

### Notes:

- Fixed-term contract for 6 months
- With potential to extend or become a permanent contract
- This post is eligible for 16 – 24-year-olds who are unemployed and currently on Universal Credit according to the UK Government Kickstart Scheme terms
- We are proud to be a Real Living Wage Employer

### Offer of the Post

The offer of a post will be made subject to satisfactory written references and enhanced DBS check. (See page 7 "About your Application" for more information about the DBS)

Further information about Celtic English Academy can be found on the Academy website: [www.celticenglish.co.uk](http://www.celticenglish.co.uk).



## RESPONSIBILITIES OF THE STUDENT SUPPORT ASSISTANT

The person appointed to the role of Student Support Assistant will be line-managed by the Operations Manager. The role is to deliver excellent customer service as a front-facing point of contact to our customers with responsibility for taking care of student service related tasks day-to-day.

### Key responsibilities

- Manning Reception and serving as the first point of contact for customers physically at the Academy or by telephone or email.
- Carrying out weekly enrolment duties for students that join CEA courses on a weekly basis including induction presentation and city centre walking tour
- Ensuring that all current student administration is up to date
- Responding to student enquiries in person, by telephone or email
- Processing bookings for students and ETO partners (Educational Tour Operators)
- Promoting the Academy courses, accommodation and services to prospective and current students
- Carrying out student service related tasks including, but not limited to; providing letters, ID cards, opening a UK bank account, registering with a local GP or dentist
- Working with the Operations department to ensure the smooth day-to-day running of the Academy
- Ensuring that the Academy buildings are always presentable e.g., Reception area, student lounges, corridors, bathrooms
- Maintaining the Academy's 'English Only Policy' to create an environment that encourages learners of all levels to practice using English
- Providing local advice to students, as required, e.g., local advice about Cardiff, how to use public transport, local shops or post office
- Supporting the Operations Manager with any student related tasks e.g., chasing outstanding payments, ordering stationary or hygiene supplies, booking activities or transfers
- Preparing the monthly social and cultural activities calendar and encouraging students to sign up and participate, including leading activities as required
- Assisting other members of the Operations department with a wide range of tasks that relate to admissions, accommodation, arriving and departing the UK
- Supporting with collecting feedback, testimonials and reviews
- Effectively communicating with external suppliers or liaising with members of different departments (Academic, Marketing, Finance) for any calls or notices received
- Following correct procedures for Safeguarding for under 18s and upholding the Academy's Health and Safety policy
- Providing cover whilst other staff are on annual leave

## Person Specification

**Post:** Student Support Assistant

**Department:** Operations

**Responsible to:** Operations Manager

**Responsible for:** N/A

**Date:** published 19.04.2021

The Student Support Assistant is an entry level role requiring an education level of GCSE Maths and English at Grade C or above as a minimum. Further qualifications at further or higher education level are desirable for example, A levels, NVQ, BTEC, Undergraduate or Postgraduate degree.

The person is required to be computer literate and at ease with systems and digital tools. It is essential to have good knowledge of Microsoft programmes.

This is a customer-facing role, and it is essential to have prior professional, voluntary or community experience of customer service, delivering presentations and organising activities, as well as being able to plan your own workload, prioritise and meet deadlines.

Your level of English must be native level (C1) and you should have strong communication and interpersonal skills – being friendly, approachable, and able to relate to others, showing patience, welcome and adaptability when speaking with non-native speakers of English. It is desirable to have knowledge of the international education sector, to have prior experience working in a cross-cultural setting, or to speak another language.

Desirable experience includes working with students, international students or tourists, administration, welfare, accommodation bookings or provision, in a reception or office environment. It is also desirable to have any first-aid, welfare or safeguarding training, knowledge of the Data Protection Act, or UK visas, especially for study. It is essential to have good knowledge of the local area, attractions and public transport services.

We are looking for a positive, can-do person, who can support students with our Academy services, and serve as a first point of contact with the Operations team. An ability to remain calm under pressure, take the initiative, be self-motivated and reliable is expected. It would be good to demonstrate prior experience of working on your own and in a team.

**See full criteria details listed as essential / desirable in the following table.**

## Person Specification Criteria

Criteria		Essential or Desirable
<b>1</b>	<b>Education, Training and Qualifications</b>	
1.1	Maths and English at GCSE grade C or above	Essential
1.2	Undergraduate degree, or equivalent, 1 <sup>st</sup> Class or 2:1	Desirable
1.3	Any education, training or qualifications in Microsoft Excel or similar software	Desirable
1.4	Any training relating to pastoral care, safeguarding of under 18s or student welfare of international students	Desirable
1.5	Prevent training	Desirable
1.6	Enhanced DBS certificate	Desirable
1.7	First Aid Certificate	Desirable
<b>2</b>	<b>Knowledge</b>	
2.1	Computer literate with good knowledge of Microsoft Office including Word and Excel	Essential
2.2	Knowledge of local geography, attractions and tourist activities	Essential
2.3	Knowledge of the Study-Visa application process	Desirable
2.4	Knowledge of the local area, public transport links etc.	Desirable
2.5	Knowledge of EFL or the international education sector	Desirable
2.7	Knowledge of the Data Protection Act	Desirable
<b>3</b>	<b>Experience</b>	
3.1	Professional, voluntary or community experience of giving customer service	Essential
3.2	Professional or voluntary experience planning and coordinating group social activities	Essential
3.3	Experience delivering presentations to audiences	Essential
3.4	Experience in student support administration with accommodation provision or school enrolments	Desirable
3.5	Experience working in a customer-facing, reception environment	Desirable
3.6	Experience of compliance audits (relating to safeguarding and visa/identification documents)	Desirable
3.7	Experience working with international students or customers from a wide range of cultures/countries (professional, voluntary or community based)	Desirable
3.8	Experience working in a fast-paced office or administrative environment	Desirable
3.18	Experience of planning your own workload, establishing your priorities working to timescales	Essential
3.19	Experience of reporting your own work and managing your own deadlines	Essential
<b>4</b>	<b>Skills and Abilities</b>	
4.1	Enthusiasm for the organisation and sector	Essential
4.2	Effective communication and interpersonal skills	Essential

4.3	Excellent organisational and time-keeping skills	Essential
4.4	Self-motivated, reliable, able to take the initiative	Essential
4.5	Excellent verbal and written communication skills, with the ability to relate to people at all levels	Essential
4.6	Ability to work well under pressure of peak times	Essential
4.7	Ability to work independently or as part of a team, sometimes with minimal supervision	Essential
4.8	Effective at handling complaints, feedback and managing expectations	Essential
4.9	Native level spoken and written English	Essential
4.10	Other language	Desirable
<b>5</b>	<b>Attitude/Approach</b>	
5.1	Friendly, warm and welcoming personality with a positive and open mind	Essential
5.2	Calm under pressure	Essential
5.3	Positive approach to receive feedback and a willingness to seek support or further understanding	Essential
5.4	Ability to be patient with and adapt communication for customers with a low level of English	Essential
5.6	Ability to work with the ethos of the Mission, Vision and Values of the organisation.	Essential

### Place of work

The Student Support Assistant role is expected to be in the Academy for a majority, if not all of the working time. The Academy does operate an agile working environment, however, so depending on the role and business needs, there can be some flexibility around working hours and place of work in the case of attending appointments or achieving quality of life. Since the pandemic we have a hybrid work environment with teaching/service staff on-site and office staff usually remote working.

### Details of employability support

Celtic English Academy is experienced managing work placements with young people, having previously offered internship placements under the Go Wales scheme.

Our team are engaging, experienced and supportive with new staff. Many of our longer-term staff have developed their career with us and are evidence of the investment we have made in young people at the start of their professional career to support them in their growth.

Our organisation is two dimensional – a school and business. Thus, work spans business roles, alongside teaching and services. We can give young people a good grounding in classic office and front-of-house service, business administration, marketing, and student welfare support. Plus, experience shadowing or observing other roles for insight.

We value teamwork and communication. We offer all staff regular training opportunities to work more effectively together and meet the business needs for our customers.

Regardless of level or experience, managers are encouraged to have regular one to one work related

and development meetings with staff. Our CEO believes in the ethos of coaching and mentoring and ensuring that the right people are in the right roles, so that their strengths can be played to and weaknesses supported. We work together to achieve a quality, fair and consistent service for our customers.

## CELTIC ENGLISH ACADEMY

### About your Application

Thank you for your interest in this post. Candidates should complete and return the Application Form and letter of application, addressed to the CEO (via [jobs@celticenglish.co.uk](mailto:jobs@celticenglish.co.uk)), to reach the Academy by the advertised deadline of **28<sup>th</sup> May**.

All sections must be completed, including the names and addresses of two referees, one of whom should be your current employer (if applicable) and a full education and employment history to date. **Please note:** we can accept school or community references if you have not been in previous formal employment. These can be provided upon application or after, but will be followed up prior to appointment.

All applicants will be asked the reason for leaving previous roles, if applicable, if this is not explained on the application form. Applicants will be asked to confirm that they have not been disqualified from working with children. Any gaps in employment or education will be explored in conversation at interview.

Please submit your application by email, but if this is not possible, please submit on single-sided sheets of A4 paper held together with a single paper clip (no staples) since multiple copies will be made. **Please note that we will not accept curriculum vitae instead of an application form.**

All applicants who are offered employment and do not hold an enhanced DBS check from the Disclosure and Barring Service will be subject to one before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions. The cost of application will be met by the Academy.

All posts in the Academy are offered subject to the receipt by the Academy of satisfactory references, verification of qualifications cited by candidate and proof of a right to work. As these checks can take some time to complete, candidates are advised to disclose any possible impediment to appointment at the time of interview, as failure to do so could result in an appointment not being confirmed, or being rescinded. All appointments in the Academy are offered subject to the completion of a satisfactory probation period.

The Academy is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Thank you for your interest, and we look forward to receiving your application via the Kickstart Scheme.