



Meet & Greet Co-ordinator JOB DESCRIPTION 2024

ABOUT STAFFORD HOUSE

Stafford House has over 70 years' experience in providing international students with great English language study experiences in the UK. Our mission is to educate, inspire and help our students enjoy our locations, empowering them with confidence to realise their personal potential. Stafford House comprises 2 brands, Stafford House International and Stafford House Study Holidays.

Stafford House Study Holidays offers study experiences in the summer in a variety of locations, including our CATS Global Schools locations globally and partner summer venues at prestigious boarding schools and universities. We also offer a variety of non-ELT summer programmes studying Arts, Sciences and Business.

Stafford House International has 3 year-round locations in Cambridge, Canterbury, and London. These schools' benefit from being co-located with other schools in CATS Global Schools allowing us to deliver a high-quality service to students and staff. We deliver our signature Professional Certificate courses and Business English programmes in London and IELTS preparation in all three locations and our General English programme is enhanced by our module courses in the afternoons in all three locations. All three schools deliver programmes from groups booked through Study Holidays throughout the year.

We offer a true experience for our students, and it takes dedicated and special employees to help deliver that. Our 'Lions' are part of the Stafford House family from the start as we quickly integrate people into the team and look to build individuals skills to allow them to truly excel in their role and push on to greater things. Once a lion, always a lion!

Meet & Greet (M&G) Coordinator

- Working closely with the Operations Manager and other staff members, be responsible for all aspects of student welfare at the centre, ensuring their wellbeing and safety.
- Meeting and greeting groups of students (or individual students) on arrival at the airport
- Act as a representative of Stafford House for arriving and departing groups/students
- Look after students in the airport and escort them to their transfer vehicle
- Assist at designated summer centres with general administrative and student welfare duties, as necessary

Department:	Welfare
Reports to:	Operations Manager at SHS Head Office
Contract:	Temporary, fixed term
Hours:	48 hours over 6 days per week
Salary Scale:	Basic rate of £488.64 per week or £500.16 per week for age 23+, plus holiday entitlement. A travel card is provided. Rates will be reviewed and agreed in 2024, prior to work commencing.

YOUR PROFILE AND RESPONSIBILITIES

1. To have read and understood the Stafford House Staff Handbook and other relevant documents that we will send to you, and be fully conversant with our policies and procedures, especially those for the safeguarding and welfare of our students. At all times whilst on duty, Stafford House staff are responsible for the care, welfare and safety of our students. Our policies and procedures must be implemented at all times.
2. Travel to the designated airport (or other place e.g. railway station) independently by public transport and check that the transfer vehicle (which will be booked in advance by Head Office) is ready and waiting for the group (or individual student).
3. Meet and greet each group/individual student on their arrival at the airport/station, ensuring that all passengers are accounted for and that they have all their personal belongings, and escort them to the correct transfer vehicle. Assist with the loading of luggage as necessary.
4. Call the summer centre to let them know that the group/student is on their way, and inform them of any changes e.g. different number of students to expected.
5. Manage any issues/problems that may occur (e.g. with flight delays, transfer vehicles, etc), liaising with Head Office and the summer centre(s) as necessary.
6. You will usually be required to meet several groups/students each day, according to the Rota. This may require frequent travel between airports/terminals/other places (e.g. railway station, summer centre) using public transport (paid for by Stafford House).
7. You may be asked to look after student(s) for a certain period of time, e.g. if part of a group is arriving on one flight and part of a group is arriving an hour later, and the transfer vehicle is booked to transport them all together after the second part of the group has arrived.

8. You may be asked to assist groups or individual students on departure, e.g. helping them to check in.
9. You may occasionally be asked to accompany a group to the summer centre in their transfer vehicle.
10. You may be asked to perform additional duties, such as general administrative or student welfare duties at summer centres.
11. Other tasks as necessary.

ABOUT YOU

Essential

- Level of spoken and written English equivalent to CEF level C1/CAE/IELTS 7.0
- Familiarity with the general layout of airports and the procedures for arrivals and departures.
- Good administrative and prioritising skills
- Computer literate
- Able to organise and manage own work.
- Good problem solving and decision-making skills.
- Demonstrate initiative and be pro-active in taking on extra tasks
- Able to adapt quickly to change and be flexible
- Effective communicator
- Enjoy working with children and teenagers from other cultures
- Be assertive, outgoing and able to address large groups of young people
- Professional appearance

Desirable

- Current first aid certificate
- Previous residential experience
- Experience of working with children
- Previous House Supervisor/Welfare experience
- Previous summer school experience
- Previous activity leading experience
- Previous supervisory experience
- Able to maintain long periods of physical activity

COMMITMENT TO INCLUSION AND DIVERSITY

We are committed to diversity, inclusion and belonging. Building on our core values – Pioneering, Persevering, People – we pledge to deliver a series of events, guest speakers and focus groups to make CATS Global Schools an employer of choice for all.

ABOUT CATS GLOBAL SCHOOLS

CGS is a leading provider of pre-university academic courses and English language courses in the UK. We provide programmes including A Level, IB and University Foundation, as well as English Language Study, to a growing number of international students seeking to win places at UK universities.

We operate a number of different educational brands: CATS Colleges in Cambridge, Worthgate School, Canterbury and Guildhouse School, London; CATS Academy in Boston; CATS China; Bournemouth Collegiate School, Bosworth Independent College and St Michael's School, Llanelli; Cambridge School of Visual and Performing Arts (CSVPA) and Stafford House English language schools and Study Holidays. We benefit from being part of a global team focused on teaching and learning.

AND FINALLY

CATS Global Schools are committed to safeguarding and promoting the welfare of our students and expect everyone connected with the organisation to share this commitment. All positions are subject to the satisfactory completion of safer recruitment pre-employment checks in line with KCSIE guidelines. All shortlisted candidates will be required to complete a criminal declaration form prior to interview and be subject to online checks which may include social media checks in addition to an enhanced DBS check (DBS process paid for by CATS Global Schools), references and if applicable, an overseas police check.

