



# OPERATIONS ADMINISTRATOR JOB SPECIFICATION

Founded in 2015 and now one of the fastest growing education companies in Asia, Elite Journey empowers students to become future positive pioneers and great world leaders. Our programmes take a holistic approach to education, placing a particular focus on improving our students' confidence, social, and critical thinking skills through the joy of English language learning with mentors from the world's leading universities. From just a singular summer camp in Guangzhou, China, we have now grown to operate in over 15 cities in 9 countries spanning Europe and Asia, along with some great virtual experiences too!

Our operations team plays a huge role in the success and smooth-running of our programmes and we are excited to be expanding our team! Successful applicants will help with the day-to-day operational needs of the company and the organisation of our programmes, including international residential camps and online courses. Tasks will vary according to the business needs, with a typical focus on operations in the UK branch of the businesses (as detailed in the Job Profile overleaf) and ensuring UK workflow is aligned with needs of the Chinese branch of the business. Necessary training will be provided.

Joining our fast-growing and agile Anglo-Chinese team gives you the opportunity to add much more to your future employability than you would get in most other companies due to a whole host of experience we can offer.

This includes:

- Potential international travel during project periods
- Investment in your training and professional development
- Potential to help direct our residential camps, located all over the world
- Annual performance review and opportunity for bonus
- Pleo card for business related expenses



## Location

Cambridge, UK, or within a daily commutable distance to Cambridge

## Office

- Office space will be provided in the WeWork on Station Road.
- Access to the WeWork office is 24/7.
- WeWork benefits can be found here: <https://www.wework.com/en-GB/benefits>.
- Please note home working may be required in the early stages of the role depending on government advice.

## Hours

- Full-time, 40 hours/week.
- Some overtime required during peak times.
- Some weekend work required from time to time.
- Start Date: October 2021, with the potential to request an earlier start date, if preferred.

## Contract Type

- Permanent with 3 months' notice, with investment in your training and professional development.
- 28 annual leave days (incl. UK bank holidays) per annum.
- Leave entitlements include sick, bereavement, adoption, maternity, paternity, organ donation, etc.

## Salary

Competitive, depending on experience.

## Equal Opportunity Employer

Elite Journey is an Equal Opportunity employer. We welcome applications from all sections of the community. People from ethnic minorities and disabled people are currently under-represented and their applications are particularly welcome.





## Safeguarding

As an organisation working with young people, we are committed to safeguarding and child protection. Applicants should have the ability to work in a way that promotes the safety and wellbeing of children and young people, and all Elite Journey staff are required to undergo an Enhanced DBS check prior to starting with us.

## Job Profile

Duties:

- Assist the operations manager in daily administration and duties
- Form and maintain professional relationships with colleagues
- Develop workflows and processes within the company to ensure all work is streamlined and standardised
- Create, maintain, and update a database of Elite Journey resources
- Coordinate and schedule timetables for temporary teachers
- Monitor online classes via ClassIn and Zoom
- Place inventory and supply orders as required
- Cooperate with different departments to improve business operations
- Make recommendations for business performance improvement
- Coordinate and liaise with the operations team to address the requirements of event planning (e.g., recruitment and publicity events)
- Contribute to the Elite Journey planning and improvement processes
- At times you may be asked to contribute to the development of course content if a course lies within your specialty subject area
- Maintain and develop knowledge and skills and contribute to the professional development of colleagues.
- Provide and receive constructive feedback to contribute to better operational practice.





## Person Specification

### Qualifications:

- 3 A-Levels or equivalent

### Relevant Experience:

- Exceptional experience of performing administrative duties successfully
- Enhanced DBS Certified (you will need to apply via EJ if you are offered a position)

### Skills, Abilities and Knowledge

- Excellent time management and administrative skills
- Excellent proficiency with spreadsheets & Microsoft Office skills (e.g., excel, etc.)
- Ability to maintain confidentiality
- Excellent written and verbal communication skills
- Good interpersonal, organisation, and presentation skills.
- Accuracy and high attention to detail

### Personal Features and Qualities

- Vision, Energy and Initiative
- Personal motivation and the ability to motivate others
- Self-disciplined and able to work to deadlines
- Self-evaluative and able to make improvements when required
- Willingness to learn
- Ability to work well under pressure and with minimal supervision

### Desirable

- Prior experience working with Elite Journey/CSSC
- Experience working in the education sector
- Knowledge of the cultural and educational differences between China and the UK



- Knowledge of advanced formulas and macro writing
- Analytical skills
- Knowledge & fluency in Mandarin