

# exsportise

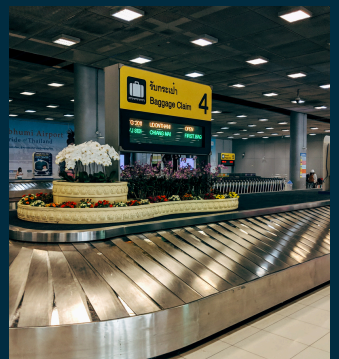
SUMMER SCHOOLS

Recruitment Guidance

# AIRPORT SUPERVISOR



✉ Departures	
Flight	Destination
NY 945	NEW YORK
LO 3681	LONDON
AM 8240	AMSTERDAM
PA 2787	PARIS
LA 026	LOS ANGEL
BR 2108	BERLIN
MI 5278	MILANO
MU 130	MUMBAI
SI 1099	SINGAPORE



JOIN  
TEAM  
ORANGE

# TEAM ORANGE

For over 35 years, we've been pioneers in our field, not defined by size but by excellence. Our philosophy goes beyond traditional Vision and Values; we immerse ourselves in the unique "**Team Orange**" way, the heart of our summer school magic. Our **goal** is crystal clear—to provide every young person—regardless of their talent levels—with language skills and overall confidence in their own abilities, fostering the self-belief needed to fulfil their potential. **We're a family that cares passionately, supports, challenges, and grows together.** At our core lies sports, the Orange Magic that moulds our summer school, imparting life skills alongside the English language.

Our motto is: "**Tell me and I forget. Teach me and I remember. Involve me and I learn.**"

Our **aim** is to be recognised as THE BRAND for an outstanding, progressive and complete summer school educational experience that creates lifelong memories and is built around:

- excellent English language learning
- top-class sports coaching
- varied and memorable social programme
- supported throughout by exceptional levels of customer service.

We are immensely proud that **a large majority of our staff returns year after year, while new additions are often former students or friends & family** of existing members. Together, they contribute to the vibrant atmosphere. Being on **Team Orange** is a responsibility we all take very seriously, as **we collectively uphold the standards** that make us fiercely proud of the way we operate and of the powerful summer school experience and memories we create for - and with - our students.



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TEAM  
ORANGE**

# 2024 KEY INFORMATION: AIRPORT SUPERVISOR

## KEY JOB PURPOSE

To oversee and coordinate the smooth arrival and departure of Exsportise students

## REPORTING TO

Operations Manager

## SALARY

£155 per day  
(including holiday pay)

## LOCATIONS

- London Heathrow
- London Gatwick
- Stansted Airport

## WORKING HOURS

Variable working hours,  
often long shifts

## TIME OFF

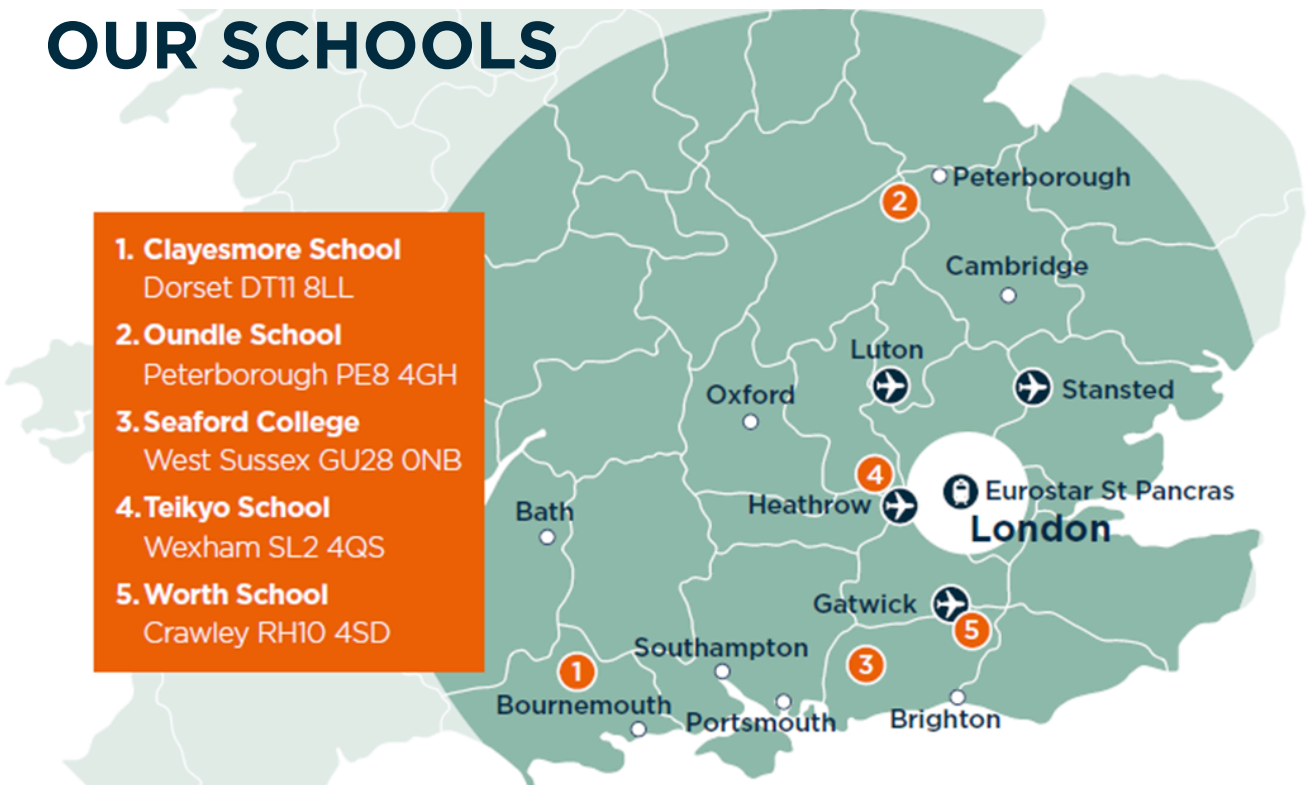
This is a weekend position only

## SAFEGUARDING

Exsportise is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment, whether on or off duty. All staff are subject to a Disclosure and Barring Service (DBS) check.

## OUR SCHOOLS

- 1. Clayesmore School**  
Dorset DT11 8LL
- 2. Oundle School**  
Peterborough PE8 4GH
- 3. Seaford College**  
West Sussex GU28 0NB
- 4. Teikyo School**  
Wexham SL2 4QS
- 5. Worth School**  
Crawley RH10 4SD



# OVERVIEW

As an Airport Supervisor responsible for overseeing the arrival and departure of our students at an international airport, you play a crucial role in ensuring their safety, security, and comfort. This position demands a keen eye for detail, strong organisational and communication skills, and a deep sense of responsibility. You will coordinate and manage all aspects of student transportation services at the airport and all airport staff and facilitate a smooth and stress-free experience for the children and their parents or guardians.

All staff are responsible for ensuring the efficient operation of our courses. Our top priority is the safety of children and maintaining the highest standards. We require staff members to exhibit high personal standards and to be friendly, positive, and approachable while maintaining a professional and calm demeanour. Staff should be adept at handling sensitive situations, adhering to confidentiality and data protection guidelines, serving as good role models, maintaining professional boundaries and contributing to a positive summer school environment.

## ACCOUNTABILITIES

- To oversee all student pick-ups and drop-offs at your airport location.
- To greet arriving students at the airport, providing a warm welcome and necessary information about Exsportise.
- To ensure that, on arrival, students' waiting time at the airport does not exceed 2 hours before departing to their centre.
- To ensure coaches/minibuses get released from the coach park in a timely manner
- To ensure students are supervised at all times while waiting for their departure to the centre/before passing through security.
- To manage and act as the main point of contact at your airport location for staff, coach and taxi drivers
- To take lead charge of dealing with any problems (e.g. lost luggage, flight delays, immigration hold-ups, UM hand-overs, etc)
- To be named/authorised person to collect/hand over all unaccompanied minors (UMs) at your airport/terminal
- To report all coach/taxi arrival and departure times to Head Office.

- To offer support and guidance to Exsportise staff who may be on their first airport shift. Information to include is airport familiarisation, safety protocols, and transportation arrangements.
- To continuously check live flight information to pre-empt any possible problems and to liaise with Head Office/airline staff to resolve any issues.
- To ensure that, on departure, students are handed over to authorised individuals only (e.g. parents, guardians, agent representative, friend's parent, etc).
- To monitor and lead communication on airport/terminal-specific WhatsApp groups, ensuring all relevant staff have access to this.
- To offer support to follow supervisors, especially if working at the same airport

## **ADDITIONAL DUTIES**

- To follow guidelines outlined in the Airport/Eurostar Supervisor Handbook and as explained during your Induction.

## **PERSONAL SPECIFICATIONS**

### **REQUIRED**

- Organised, responsible character and able to problem-solve
- Pro-active and being able to pre-empt any problems before they arise
- Excellent communication skills with people of all levels
- Strong leadership skills, able to manage and motivate on-duty airport staff.
- Able to deal well with pressure
- Enthusiastic and friendly
- Flexible and adaptable approach to working hours

### **DESIRED**

- Experience in working with children
- Good command of European Languages such as French, German, Italian, Spanish etc.

# WORKING CONDITIONS

- All days off are arranged by Head Office. Any issues or changes regarding the days off must be approved by Head Office.
- You will be required to work every Saturday and Sunday throughout the duration of your contract.
- Time off will be from Mondays to Fridays unless otherwise agreed with Head Office in advance.
- Due to the nature of the weekends, some days may be busier than others.
- Induction training will be provided.

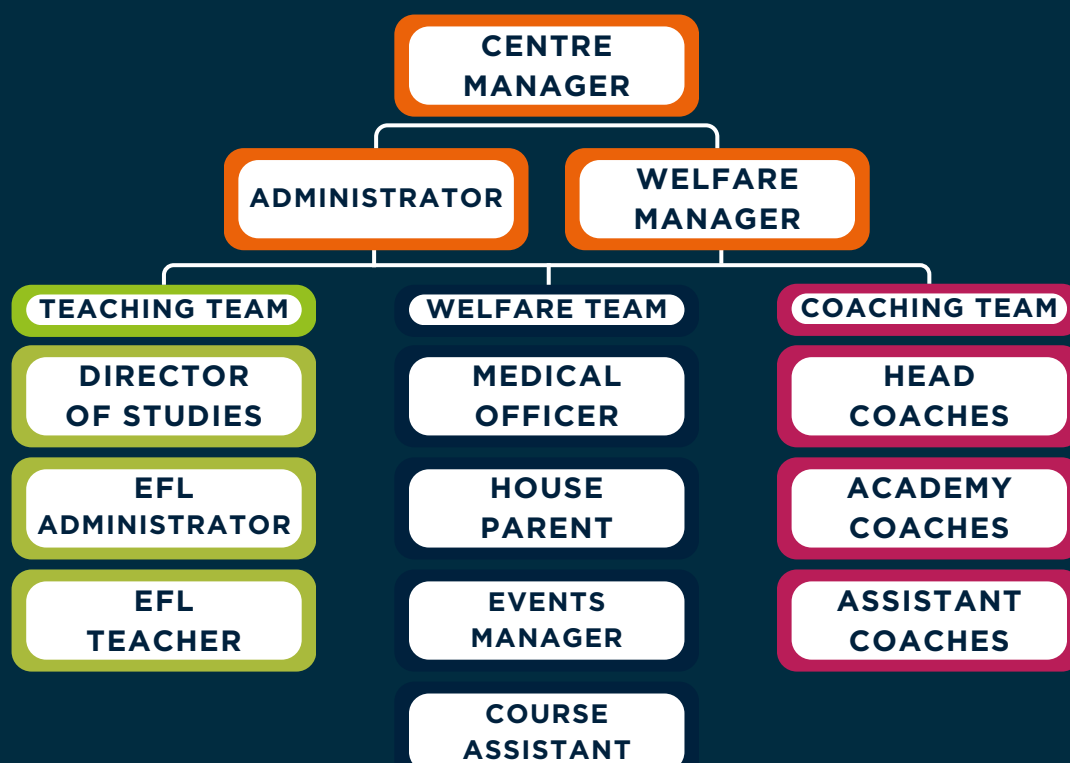
## EARN, LEARN, GROW



**£155 per day**  
**(£138 + 12.07% holiday pay)**

- Gain experience working with international students
- Grow in a personal and professional capacity
- Help make Exsportise an unforgettable and enriching experience for our students

## CAMP STRUCTURE



For more information or to apply visit:  
[www.exsportise.co.uk/summer-jobs](http://www.exsportise.co.uk/summer-jobs)



Accredited by the  
 **BRITISH  
COUNCIL**  
for the teaching  
of English in the UK



**el.gazette**  
Centre of Excellence  
**2023-2024**

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