

JOB DESCRIPTION FOR TRANSPORT MANAGER

Exsportise runs residential English language summer courses combined with Specialist Academies for 9–17-year-olds. Our programmes allow students to improve their practical and spoken English by attending structured English lessons as well as engaging in an activity of their choice. The Specialist Academies offered are Tennis, Golf, Arsenal Football Development, Hockey, Rugby, Basketball, Horse Riding, Music and Dance.

Exsportise’s motto is “Tell me and I forget. Teach me and I remember. Involve me and I learn.”

All staff are expected to provide an acceptable high standard of language learning opportunities to all students through EFL lessons, specialist activities, social and cultural exposure.

Exsportise has been awarded EL Gazette “Centre of Excellence” status based on British Council Inspectors publishable statements.

You should read this document carefully in conjunction with the accompanying contract, the signing of which, indicates that you are prepared to comply with everything as described in the contract and this job description. All duties are subject to change at the discretion of the Recruitment Manager.

Overview:

The Transport Manager has the responsibility for ensuring transportation for the weekend student arrival, departures, and excursions are completed effectively without any disruption to the students. You will also have the responsibility to ensure hire cars used by Exsportise are kept in the condition they are initially received, whilst ensuring all driving logs are completed, daily vehicle checks are carried out and any tolls accrued by a car are paid immediately.

You will be responsible for upholding the reputation and good name of Exsportise and will be expected to always put the needs of the school and its students first. Working very closely with the management team, all centres, and the Operations and Logistics Manager to see where transport jobs can be combined for efficiency.

The working day is extremely varied, and no two days are the same. Weekends are extremely busy and hectic with the expected disruptions from various airlines. There will be issues and problems to resolve, constant interruptions from staff, students and visitors, paperwork to complete, phone calls to take and meetings to attend. In spite of this busy environment and the hectic nature of the job, the Logistics Coordinator is expected to ensure high standards are maintained, deal promptly with any incidents or issues and to anticipate any potential problems.

The day will be long, tiring and often quite challenging due to the physical and mental pressures of the job, but it will also be extremely varied, spontaneous, and fast-moving and you will feel a real sense of achievement, camaraderie and teamwork at the end of the course.

Reports to	Operations & Logistics Manager and General Manager
Key Purpose of the Job	This pivotal role has the responsibility of ensuring Exsportise achieves its goal of providing a first-class transport and transfer service in which every student is met on their arrival and that they feel safe and comfortable and transported to their designated centre as quickly as possible.

Main Roles:

- **Transfers:** To organise the schedule for arrivals and departures and where possible collaborate with the other Exsportise centres for cost efficiency, to provide a professional transfer service in which every student is met on time on their arrival and checked in with plenty of time for their flight on departure. To assign staff and transport to every transfer accordingly and implement and personally oversee and manage arrival and departure days.
- **Excursion Transport:** To assign staff and transport to every excursion accordingly. To liaise with the Centre Manager, Excursion Coordinators and transport companies to ensure that students and staff are transported to and from their excursions on time.
- **Staffing:** To be fair and consistent when allocating staff to both transfers and excursions, making sure that different members of the team are allocated an “early” shift.
- **Transport:** To liaise with the relevant manager (Centre Manager, Excursion Coordinator, or Head of Sport) and the Exsportise Operations and Logistics Manager or approved external agencies to ensure timings and the correct transport has been arranged for any centre events which require a transfer to the designated location.
- **Hire Cars:** To oversee the use of the Hire Cars, ensuring driving logs are completed and to carry out daily visual checks, reporting any damage immediately to the Operations Manager. To advise the Operations Manager of any Exsportise Hire Cars using Toll roads, bridges or Tunnels on the day it occurs to avoid any penalty charges being issued.
- **Feedback:** To Collect and collate feedback from staff, students, Agents, Parents and Head Office and look for potential ways in which to improve the transport/transfer provision so that every person involved receives an outstanding service.

Additional Duties:

- To follow guidelines as outlined in the Staff Handbook
- To help set up / pack up camp as required
- To carry out any other reasonable duties

Personal Specification:

- A University degree in any discipline is preferred
- Must have advanced office & admin skills (telephone, typing, data entry, spreadsheets)
- Highly organised and responsible character with excellent time management skills
- The ability to work efficiently and effectively in a fast-paced, highly changeable, highly pressured, and often challenging environment is essential
- Able to work as part of a team and independently
- Strong leadership skills and be able to manage and motivate staff who are on events duty
- Excellent communication skills with people of all levels
- Able to deal well with pressure and to multi-task
- Enthusiastic, friendly, pro-active and able to set high standards
- Flexible and adaptable approach to working hours

Working Conditions:

- You are entitled to one 24-hour period off per week (usually Tuesday or Wednesdays)
- Your usual working hours are 9:00 – 17:00 with one hour for lunch. Please note, due to the unpredictable nature of the weekend activities (flight arrivals and departures), these days will be longer.
- You will be asked to sign the 48 hour working week opt-out agreement

Salary Guide:

Weekly Gross Salary

£730 (including holiday pay)

- Full board accommodation is provided (worth £69.93 per week)
- Salaries are paid at the end of each month

Exsportise's policy on alcohol, smoking and substance abuse:

Given your role with children, the possession and consumption of alcohol and substance abuse is strictly prohibited on site or during working hours. Smoking, including the use of electronic nicotine delivery systems (ENDS) such as e-cigarettes, vapes etc. is only permitted in designated smoking areas and when off duty. Staff members are required to be in a condition that allows them to effectively supervise students at all times. Failure to adhere to these rules will be regarded as gross misconduct and may result in immediate dismissal.

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.