

Discovery Summer is a leading [British Council](#) accredited provider of short summer courses in the UK. As a student focused company, we create a safe, rich, and happy environment for children and teenagers to learn and explore during the summer. Many of our staff come back year after year – over 40% in 2023 - excited by the opportunities for personal and professional development while working on multi-talented, friendly teams.

Job Overview:

To offer a professional, friendly and warm meet & greet service to international students aged 8-17 arriving at Heathrow and check them in again on departure. Some shifts may be available at Gatwick airport and Eurostar St Pancras.

Person Specification:

	Essential	Desirable
Legal Requirements	<ul style="list-style-type: none"> Eligible to work in the UK at the start of your contract Aged 18 and over 	
Experience	<ul style="list-style-type: none"> Some experience of working with children/teens Familiar with airport arrivals and departures processes 	Familiar with Heathrow and Gatwick airports + Eurostar St Pancras
Skills and Knowledge	<ul style="list-style-type: none"> Well-organised, responsible, reliable, punctual Comfortable working on your own and as part of a small team Capable of working under pressure and coping with last minute changes Prepared to work extended hours if required (i.e. in case of delayed flights). It is your responsibility to stay until the last student has safely left the airport Excellent communication skills Excellent customer service skills 	
Other	<ul style="list-style-type: none"> Live within easy commuting distance (ideally no more than 1 hour) of Heathrow Airport by public transport (excluding Heathrow Express) 	

As part of our safer recruitment process you will be asked to explain any gaps in your CV, we will take up at least 2 references from former employers/university tutors, and we will apply for an Enhanced DBS check for you.

Students arrive/depart on the following days:

Saturdays: 29 June, 6, 13, 20, 27 July

Wednesdays: 3, 10, 17, 24, 31 July, 7 Aug

Fridays: 5, 12, 19, 26 July, 2 Aug

Working hours: 1-3 days per week. Hours vary: normally 08.00 – 17.00h

Induction: Wed 26 June 3-5pm in Kensington, central London. You will receive training on all relevant Discovery Summer policies and procedures including safeguarding.

Reporting to: Head Airport Rep and Discovery Summer Manager

Dress code: Discovery Summer polo/sweatshirt + smart jeans, trousers or skirt

Main duties:

- Meet & greet international students (aged 8-17) at the airport
- Welcome group leaders and parents who may be travelling with some students
- Supervise and entertain students whilst they wait for transport to their course centre
- Liaise with the Head Airport Rep, other airport reps, staff from our summer centres and Head Office as necessary
- Ensure students are safely seen on to the pre-arranged transfer (coach or taxi) to the summer centres
- Check in students on departure and supervise them until they are handed over to airline staff/have gone through to departures
- Troubleshoot as necessary (e.g. help students with lost luggage)
- Be flexible to deal with unexpected situations
- Ensure the safety and welfare of all students whilst they are in your care

Salary and expenses:

- **£13.15 per hour + 12.07% statutory holiday pay £1.59 per hour**
- Travel expenses to/from the airport by public transport (not including Heathrow or Gatwick Express)
- £10 daily meal allowance (payable against receipts).

All Discovery Summer Staff must:

- Commit to safeguarding and promoting the welfare of all course participants (students, English student hosts, staff, group leaders and Discovery Summer visitors) at all times
- Provide the best possible language learning, social and cultural experience for the students
- Provide a high-level of customer care to students and all those associated with them
- Work cooperatively with both Discovery Summer colleagues and host centre staff
- Follow the guidelines in Staff Handbooks regarding the standards expected in your job and how to deliver them
- Maintain confidentiality (in accordance with Discovery Summer's Data Protection Policy)
- Complete all documentation as required
- Carry out directions from Head Office and comply with all legal and professional organisation requirements
- Present themselves well; being of smart appearance, appropriate to the role and using appropriate language
- Act in a thoroughly professional manner so as to uphold the good reputation of Discovery Summer

Discovery Summer's policy regarding alcohol, smoking and substance abuse

You are working with children. Consuming alcohol and substance abuse are not permitted at any time during working hours. Smokers may only smoke in designated areas when off duty. Staff must be fit to supervise students at all times. Failure to abide by these rules will be treated as a serious disciplinary matter and could lead to immediate dismissal. Last updated: 7/12/2023