



Job Description

Job Title: Residential Summer Schools Coordinator

Department: Innovation (Open Programmes)

Grade: C

Location: Freeman's School (residential during programme delivery) with preparatory work onsite or at Guildhall School as required)

Responsible to: Senior Production Manager (Open Programmes) and the Residential Summer Schools Manager

Responsible for: N/a

Appointed Candidates Signature:

Please sign and date here upon receiving your offer of employment

I confirm I have read the Job Description below:

Full Name:

Signature Date:

Purpose of Post

The post-holder will coordinate the residential summer schools delivered at Freeman's School, living onsite during delivery and supporting the Residential Summer Schools Manager to ensure a safe, well-organised and high-quality residential experience. They will handle residential logistics (accommodation, catering, rooming, curfews and routines), participant and parent communications, welfare and safeguarding processes (including DBS administration), and day-to-day onsite coordination. They will coordinate all project-related administration, production and logistics to ensure the successful delivery of the programme. This will include supporting the planning and preparation for the programme, providing administrative support, organising and coordinating the logistics and event production as requested by the Open Programmes Team. The role requires excellent customer service skills, and the ability to operate confidently in a pastoral, residential setting with under-18s. Preparatory and debrief work will be undertaken in collaboration with the Open Programmes team.

Main Duties & Responsibilities

1. To support the Residential Summer Schools Manager in preparing residential plans, schedules and documentation; progress assigned tasks independently and provide timely status updates.
2. To coordinate setup requirements and similar requests from stakeholders i.e. course tutors and implement the requests



3. To coordinate rooming lists, accommodation allocations, dietary requirements, accessibility needs and site inductions.
4. To prepare and issue residential handbooks, codes of conduct, pre-arrival information, packing lists, and parent communications; ensure clarity and consistency across channels.
5. To book and confirm teaching/performance spaces and residential facilities as requested by the Residential Summer Schools Manager liaising with the Freeman's School team.
6. To liaise with security and estates regarding fire safety, muster points, overnight procedures and access control.
7. To coordinate medical, accessibility and welfare information collection and distribution in line with GDPR.
8. To prepare checklists for arrivals/departures, registration, wristbands/lanyards, sign in/out and curfew procedures.
9. To live onsite during the residential programme; act as a visible, approachable presence for participants and staff.
10. To operate within the duty rota to cover evening activities, curfews, overnight checks and morning routines.
11. To support the management and briefing of Residential Assistants; act as on shift lead when delegated by the Manager.
12. To maintain accurate registers, incident logs and welfare notes; escalate promptly as required. Maintain accurate records and internal trackers relevant to the residential programme.
13. To uphold safeguarding procedures at all times; act as first point of contact for low level concerns and escalate to the Residential Manager/Deputy Safeguarding Lead as appropriate.
14. To coordinate DBS administration for residential staff (as directed) and maintain secure records.
15. To support risk assessment implementation for residential settings (accommodation, overnight supervision, off site activities).
16. To assist with incident response including illness/injury, missing student protocol, and behavioural concerns.
17. To provide timely, accurate information to parents/guardians and participants before and during the programme; triage queries sensitively and efficiently.



18. To coordinate tutor/assistant briefings and daily notices; ensure clear handovers between shifts.
19. To support marketing and communications activity led by the Marketing Team; supply residential-specific content (photos/quotes) in line with permissions.
20. To build and maintain productive and positive working relationships with multiple internal and external stakeholders.
21. To attend residential planning meetings with Freeman's School teams and internal stakeholders; take minutes and follow up actions.
22. To coordinate the residential summer schools evaluation liaising with the Open Programmes Team
23. To have regular meetings with the Open Programmes Team and the Residential Team to ensure that all project work is covered.
24. To provide excellent customer service to all participants and prospects from the point of enquiry to their attendance on the course via the different channels used to engage with prospects and participants in person and online (emails, telephone, online platforms, social media etc.). To respond to queries related to the residential summer schools.
25. To keep budget trackers up to date with agreed costs (accommodation, catering, transport, staffing) and flag variances promptly.
26. To undertake any other duties that may reasonably be requested by the Head of Open Programmes and Senior Production Manager (Open Programmes) or other senior colleague from the team, appropriate to the grade.
27. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
28. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.

Person Specification

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Grade: C

Trent Position number:

DBS Criterion:

Enhanced DBS with children's and adult's barred list

Security Vetting Criterion:

No security vetting is required

Politically Restricted Post Criterion:

This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Professional Qualifications / Relevant Education & Training

Educated to A-level standard or equivalent (A)

Experience Required

1. Proven experience of working in event support or other coordination role in a busy environment in events, projects or other areas that involved event planning and coordination, preferably gained from Arts or Higher Education organisation (A, I)
2. Experience coordinating residential or pastoral programmes (e.g. summer schools, boarding, youth residential) or comparable supervisory settings (A,I)
3. Experience working with under 18s and supporting welfare, behaviour and safeguarding processes (A, I).
4. Experience coordinating logistics (accommodation, catering, transport, schedules) in fast paced delivery environments (A, I, T).
5. Proven experience of being involved in planning, coordinating, delivering, and evaluating small to mid-size projects (A, I)
6. Proven ability to build strong and positive working relationships and communicate effectively with a diverse group of stakeholders (A, I)
7. Excellent verbal and written communication skills (A, I)
8. Excellent customer service skills. (A, I)
9. Experience of creating marketing materials such as newsletters, pamphlets, websites, social media content and online and print advertising, and supporting project-related marketing and promotional activities (A, I)
10. Good numerical and financial skills with experience of financial administration (timesheets, purchase orders, invoices, budget tracking) (A, T).
11. Experience working independently, prioritising tasks and problem-solving under pressure (A, I, T)
12. Proven ability to work in a team setting, with the ability to communicate, share work and support colleagues during busy periods (A,I)



13. An ability to problem-solve and remain solution-focused, think independently and identify practical solutions when under pressure e.g. in event setting, when issues may arise at the last minute (A, I)
14. Experience of providing general team administration support e.g. maintaining data and office systems, booking meeting rooms, booking travel, scheduling appointments and managing diaries, managing stationery supply and equipment orders etc. (A, I)
15. Attention to detail and a high degree of accuracy (A, T)

Technical Skills & Knowledge

1. Extensive knowledge and ability to use Microsoft Office Packages including Microsoft Word, Excel and Outlook (A, I, T)
2. Knowledge and ability to use online platforms such as MS Teams, Zoom and VLE platforms (A, I)
3. Experience of working with databases and ability to extract data (A, I)
4. Clear written and verbal communication; able to draft participant/parent communications and daily operational notes (A, I, T).
5. Understanding of safeguarding, data protection and confidentiality in residential contexts (A)
6. Experience of using social media platforms for event promotion (A, I)

Other Relevant Information

1. The post-holder must live onsite at Freemen's School for the full duration of the residential programme (accommodation provided during delivery). The role is primarily onsite during delivery with preparatory work at Guildhall/Freemen's as required
2. The role involves evenings, overnights and weekend work.
3. Enhanced DBS with Children's and Adults' Barred List is required
4. First Aid and awareness of fire safety procedures in residential settings

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Contract

The position is offered on a fixed term basis.

Salary

The salary range for this job is £38,080 – £42,150 per annum inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Pension

The pension scheme provided by the City of London is the Local Government Pension Scheme (LGPS). The LGPS is a public sector, statutory, funded, defined benefit pension scheme. Benefits are accrued based upon scheme member's salary and the length of time for which they are a member of the scheme.

You will automatically be admitted to the City of London Corporation's Pension Scheme. Member contributions are based upon the rate of pensionable pay received by the scheme member. Members contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary. Please see here for the [contribution bands](#). There is also an option to join the 50/50 section of the scheme where members pay half the contribution rate and accrue benefits at half the accrual rate.

The current employer contribution rate for the City of London is 21%.

Further details can be found on the national [LGPS website](#) and/or the [City's pension website](#).

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Hours of Work



Normal hours of work are 35 hours per week excluding lunch breaks, Monday to Friday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 24 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

City Benefits

As an employee of the City Corporation, you have access to exclusive discounts and privileges through a combination of internal offers from our departments and an external service we have subscribed to from Reward Gateway.



Employee Volunteering Programme

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.