



Person Specification - Courier

The main role of a Courier is ensure students whether in a Group or an individual are met at the Airport/Docks or Train Station and are shown to the correct transport, to be taken to their relevant centre. Couriers are also required to deal with the Immigration Department at the Airports, escorting students and waiting with students on departures until they are handed over to Airport Staff.

Couriers have to communicate with Centre Directors and Home Stay Organisers to relay approximate arrival times of students to Centres once they have left the Airport.

Often, couriers are the first people to meet our clients and are representing Concorde International. Couriers need to offer a genuine welcome to our valuable clients and be prepared to assist when any concerns on arrival.

Essential Requirements

- Must be polite, enthusiastic, good time keeper and able to deal with situations calmly and professionally.
- Aged 18+ and fluent in English.
- Eligible to live and work in the UK (we cannot assist in any way with work permits or visas)
- Willingness to work unsociable hours, including weekends

Desirable Requirements

- Previous experience of working with children or teenagers
- Previous experience of working as a Courier
- Energetic and healthy
- Flexible and able to work in a team
- Able to speak a second language
- Have a car to take you to and from work.
- Have a recent DBS Check (formerly CRB)
- Knowledge of the locations you are applying to work.

Please note that some candidates may be required to undertake a post-interview task where any of the above requirements are deemed not to have been met or demonstrated.



Job Description - Courier

General duties

- Welcoming new students at the Airport (Meet and Greet).
- Communicating with Coach/Taxi Drivers to arrange pick up and drop points for students.
- Checking Students paperwork to check they board the correct coach to their designated Centre.
- Contacting Centres to inform them of approximate times of arrival of students.
- Ensure no luggage is left at the Airport, or on the coach on departures.
- Providing welfare for students who come without a Group Leader ('individual' students) and reporting potentially harmful situations.
- Ensure our younger students are passed to the correct Airport Staff on their departure.
- Ensuring students are monitored and safe at all times.
- If travelling on the coach with the students, you will be required to help the coach driver unload the luggage on arrival at the centre, or at the Airport on a departure.
- You may be required to distribute identity badges to some students depending which centre they are going to.
- Liaise with Head Office to ensure you have the up to date information for each arrival/ departure.

Maintaining Standards

- You will perform your duties in a professional manner and dress appropriately for your position.
- You will behave appropriately as an example to younger people.
- You will familiarise yourself with, understand, and adhere to Concorde International's Child Protection Policy. These will be made available to you once employment has been confirmed.
- Flexibility and common sense are fundamental attributes for this position.

Unsociable hours at Peak Periods

- Most of our students arrive at the weekends and these would be your main working hours. Arrivals and Departures can be at anytime which can involve working long and unsociable hours at the weekends.
- Concorde International operate a number of Summer Schools each June, July and August and these are our peak times. However, we welcome students throughout the year and consequently courier work is ongoing.



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Remuneration

£8.50 per hour, paid from time you leave home and back again

Food allowance when working more than 8 hours in one shift

Travel expenses to and from airports

Mobile phone allowance

Pay

Pay and expenses will be paid weekly by BACS in to your bank account.

It is the courier's responsibility to keep receipts for any expenses and hand these in for payment.

Couriers using their own vehicles to and from airports will be paid at £0.30 per mile to include fuel.

Nb. You need to check with your insurance company that you are covered to drive to and from work.

Equal Opportunities

Concorde International is an equal opportunities employer and does not discriminate on the basis of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion in the allocation of duties between employees employed at any level with comparable job descriptions.

If you are applying from outside Europe, please note that Concorde International is unable to assist in any way with work permits or visas.

To apply for this position

Please email us directly at recruitment@concorde-int.com

You should send us the following:

1. An up to date CV
2. Dates of availability (e.g. weekends only or Tuesday and Friday only)
3. Details of any experience relevant to this position

Successful applicants will be checked under the Disclosure and Barring Service (DBS) to ensure that they are suitable to be working with children and young adults.

For further information contact:

Concorde International, Arnett House, Hawks Lane, Canterbury, Kent CT1 2NU

Tel: +44 1227 453315;

recruitment@concorde-int.com;

www.concorde-int.com/recruitment



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About Concorde International

Concorde International has been welcoming students from all over the world for more than 40 years. The school was founded in 1972 and has always aimed to provide high quality service and academic standards. Our success is largely due to the commitment and professionalism of our staff, and it is important that we uphold these values, in the classroom and in our interaction with clients.

Our Mission Statement

<p>Our academic objective... ...to break the language barrier between young people from all nations and backgrounds via student-centred classes and an overall emphasis on effective communication.</p>	<p>Our social objective... ...to enable all involved to make friends across the world in a safe, fun and engaging environment where the English language can be utilised in fulfilling contexts.</p>	<p>Our quality objective... ...to strive for excellence in all that we do in accordance to accreditation parties and high standards within our industry.</p>
<p>Our professional objective... ...to guarantee that our staff are qualified, suitable and motivated towards the goal of providing students with the best that we can.</p>		<p>Our development objective... ...to provide those with whom we work with training and assistance in order to increase the experience and education of our clients.</p>
<p>Our welfare objective... ...to protect and care for the young people we cater for ensuring all are safe and secure and free from bullying or discrimination on any grounds.</p>	<p>Our growth objective... ...to continue to explore new opportunities within which we will provide people with the skills they need to communicate in English.</p>	<p>Our overall objective... ...to ensure that studying English in England with Concorde International is as fulfilling, enjoyable and beneficial an experience as possible for everyone.</p>