

Operations Coordinator



Position overview

Passionate about processes? Obsessed with providing the very best experience to customers? Then please read more! We are looking for somebody to join our operations team working on our intern in Britain programme. You'll be ensuring all service level agreements are met through efficient administration and responsible dealings with applicants, employers and other stakeholders. You'll assess visa compliance, and make internship dreams come true for international students wanting a taste of UK life.

What you're accountable for?

- Ensure BUNAC programmes are developed to be as compliant, efficient and profitable as possible.
- Follow and contribute to efficient and organised systems of programme administration to ensure accurate operational procedures.
- Carry out site visits with employers and interns around the city of London and the wider UK where required.
- Communicate with BUNAC customers via phone, email & face-to-face.
- Advise participants on all programme-related aspects of their trip. This is to include but not be limited to employment, accommodation & travel.
- Administer and issue visa paperwork.
- Develop and maintain accurate database & record keeping.
- Ensure positive partner relationships are maintained, and partner based applicants are processed within all SLAs.
- Become familiar with relevant Immigration rules and keep up to date with changes in implementation and interpretation.
- Liaise with the Operations Manager in order that new developments can be considered, and continual assessment and improvements made to programme efficiency and level of service.

Other considerations

- Commitment to and involvement in BUNAC's overall objectives.
- Give priority to quality of service in all dealings with BUNAC customers.
- The ability to work with initiative and manage high work load.
- Accurate, organised and strong attention to detail.
- A willingness to develop knowledge and understanding of all BUNAC programmes.
- A willingness to work within a structured office routine as well as the ability to accept variation from this routine when necessary.
- Attend and actively participate in regular team and 1:1 meetings

To apply

Please send your CV and cover letter to jobs@bunac.org.uk FAO: Adam Janaway – Operations Manager. Due to the high volume of applications expected, we are not able to confirm receipt of all applications. Applicants must have the right to work in the UK to apply. **Closing date for applications is May 10th 2019, however we will be interviewing immediately, so please do not delay your application.**

Position Details

Reports to: Operations Manager
Start Date: May 2019
Contract type: Full time
Salary: 18.5K – 23.5K DOE

Values & Behaviours

- Passionate
- Explore Options
- Collaborate
- Effective Implementation

Knowledge & Experience

- Administrative skills, strong attention to detail and organisational skills
- Demonstrable strong written and verbal communication.
- Good interpersonal skills
- Ability to multi-task and work to tight deadlines

Desirable (Not required):

- Undergraduate degree or equivalent.
- Experience within the travel, work abroad or further education sectors.
- Experience working with an international student demographic.
- Experience of issuing visas and liaising with Government departments

