

# Operations Assistant

(Temporary)

## Position overview

Passionate about processes? Obsessed about organisation? This is the opportunity for you. You'll be working within the most exciting area of the travel industry: working travel, and Summer Camp! We are looking for somebody to assist our operations team, and provide amazing service to all BUNAC participants. You'll be working closely with the Summer Camp Coordinator to deliver a world class programme, sending hundreds of young people on the adventure of a lifetime. While passion for summer camp is important, you should also have a passion for operations, be organized and understand this is an office based role.

## What you're accountable for?

- Ensure all BUNAC participants have an exceptional customer experience from the moment they book onto our programmes.
- Guide participants in creating a great camp counsellor job application, and assist in screening out applicants who are not suitable.
- Assist in ensuring applicants provide all required documents
- Assist applicants through the J1 Visa application process.
- Assist with the booking of flights for all participants
- Engage programme applicants through email, phone and Facebook communications.
- Assist with orientations and camp fairs.

## Other considerations

- Commitment to and involvement in BUNAC's overall objectives.
- Be prepared to present and speak to large groups at orientations and events, as well as live online events.
- Give priority to quality of service in all dealings with BUNAC members.
- 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. This will include some weekend work on orientation days, hiring events, and earlier starts on US embassy J-Days.
- Attend and actively participate in regular team and 1:1 meetings

## Position Details

**Reports to:** Senior Operations Coordinator  
**Start Date:** January 2019  
**Contract type:** Temporary (6 months)  
**Salary:** £18,500 per annum

## Values & Behaviours

- Passionate
- Explore Options
- Collaborate
- Effective Implementation

## Knowledge & Experience

- Administrative skills
- Strong attention to detail
- Organisational skills
- Demonstrable strong written and verbal communication.
- Good interpersonal skills

### *Desirable (not compulsory):*

- Work abroad experience
- *Experience within the travel, work abroad or further education sectors.*
- *Experience of visa applications/protocol*
- *Experience in an operations based role.*

## To apply

- Please send your CV and cover letter to [jobs@bunac.org.uk](mailto:jobs@bunac.org.uk) FAO: Leigh Sweeney – Senior Operations Coordinator. 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 January 1st 2019, however we will be interviewing immediately, so please do not delay your application.**

