

## Position overview

Obsessed with providing the very best experience to customers? Then please read more! We are looking for somebody to join our Placement team, working on our flagship programmes like Work Australia, Work New Zealand, Work Canada, Work America, Intern in Britain, Intern Ireland and Hello Britain.

## What you're accountable for?

- Follow and contribute to efficient and organised systems of programme administration to ensure the accurate processing of bookings.
- Communicate with BUNAC customers over the phone, through inbound, outbound phone calls, by email, social media and face-to-face, ensuring an excellent level of customer service is achieved.
- Understand needs and requirements of overseas employers to successfully assist customers with finding employment before their departure overseas. From marketing employers and positions to finding suitable applicants to fulfil agreed employer needs, and ensuring jobs are accepted.
- Contribute to, follow and deliver a communications plan for each core programme, to ensure that our customers are being serviced in a timely manner.
- Assist Placement Manager to produce accurate figures/statistics in order to monitor the various programmes throughout the year.
- Advise participants on all programme-related aspects of their stay. This to include but not be limited to employment, accommodation, social, travel, and health issues.
- Liaise and oversee virtual (Skype and Telephone) and in-person hiring events with overseas employers. Work towards deadlines to fulfil employer quota, whilst maintaining a reputation of providing the right staff to the right employers.
- Develop and maintain accurate database & record keeping.
- Win new business relationships by sourcing host employers that offer UK and Irish internship opportunities to international participants; through outbound calling.
- Conduct employer outreach in the UK, to get companies to advertise their casual jobs to working holidaymakers through BUNAC.
- Organise and manage Intern in Britain and Hello Britain orientations

## Other considerations

- Commitment to and involvement in BUNAC's overall objectives
- The ability to work with initiative and manage high work load so that all enquiries and applications are dealt with in a timely manner
- A willingness to develop knowledge and understanding of all BUNAC programmes, and contribute towards other programme's operations when required.
- 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

## Position Details

Reports to: Placement Manager  
Start Date: January 2019  
Contract type: Full time  
Salary: From £18500 – 21500 DOE

## Values & Behaviours

- Passionate
- Explore Options
- Collaborate
- Effective Implementation

## Knowledge & Experience

- Administrative skills,
- Strong attention to detail
- Strong written and verbal communication.
- Good interpersonal skills
- Ability to multi-task & work to deadlines.

### ***Desirable (Not required):***

- *Experience within the travel, work abroad or further education sectors.*
- *Experience working with students*
- *Experience sourcing new business*

## To apply

To apply for this role, please send your CV and cover letter to [jobs@bunac.org.uk](mailto:jobs@bunac.org.uk) FAO: Ramon Wiersema – Placement 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 December 18th, however we will be interviewing immediately, so please do not delay your application.

