



Mill Hill

Instilling values, inspiring minds

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Mill Hill School

Travel and Transport Administrator Candidate Information Pack



INTRODUCTION

We are currently looking for a Travel and Transport Administrator to manage the administration of all aspects of travel and transport at the School. To also help and support the Assistant Head Co-Curricular with the administration for Activities Week. This will include the organisation of educational visits, Overseas Partnerships and sports fixtures. In addition, the post will manage the coordination of all the school buses, coaches and minibuses.

Closing date for applications:
9am on **Friday 15 January 2021**

Key facts about Mill Hill School

Contract Type

TERM TIME PLUS 10 + 5 INSET

Reporting To

OFFICE MANAGER

Hours

8AM – 5PM MONDAY
TO FRIDAY, 40 HOURS
PER WEEK, ALTHOUGH
FLEXIBILITY IN WORKING
ARRANGEMENTS WILL BE
REQUIRED

Holidays

25 DAYS ANNUAL LEAVE
PLUS STATUTORY BANK
HOLIDAYS (PRO-RATED)

Pension

CONTRIBUTORY STAKE-
HOLDER PENSION SCHEME

Salary

£22,000-£25,000 (PRO-
RATED)

THE SCHOOL

Mill Hill School

Founded in 1807, Mill Hill School is an independent co-educational boarding and day school with 850 pupils aged between 13 and 18, of which 315 are in the Sixth Form. The School is one of four in the Mill Hill School Foundation, which comprises Pre-preparatory, Preparatory and Senior Schools as well as an on-site International School.

We are situated in a magnificent 120-acre parkland campus on the edge of the North London Green Belt, providing a wonderful environment in which to work. The School is very much a community, particularly given the central importance of boarding; we are unusual for a London school to be offering full and weekly boarding, with over 180 boarding pupils.

We are committed to the on-going professional development of all our teaching and support staff as well as the full induction and training of all new staff.

The Mill Hill School Foundation Ethos

The Mill Hill School Foundation educates boys and girls from 3–18, seeking to equip them for life, both now and in the future.

Our stimulating academic environment and numerous activities outside the classroom encourage learning and personal growth. We are committed to the development of every pupil and believe that our friendly and supportive community helps this to happen. We seek as a Foundation to instil a love for learning which will last a life time whilst balancing this with a readiness to embrace change.



JOB DESCRIPTION

Purpose of Post

To manage the administration of all aspects of travel and transport at the School. To also help and support the Assistant Head Co-curricular with the administration for Activities Week. This will include the organisation of educational visits, Overseas Partnerships and sports fixtures. In addition, the post will manage the coordination of all the school buses, coaches and minibuses.

This post will work closely with the Assistant Head Co-curricular and report to the Office Manager.

Travel Co-ordination

- Provide administrative support for educational visits both in the UK and overseas, liaising with external companies/travel agencies to obtain quotes and to book certain trips. Advise teaching staff of the quotes and support with any requests eg. liaising with parents, sending out parent emails with trip information.
- Help with the administration for the Overseas Partnerships each year. This includes arranging all the paperwork for the student interviews, liaising with both parents and students, booking flights, arranging parents' evenings, producing Information Booklet for Parents and Students. Liaise with Headteacher of Sri Jayendra School with regard to our trip out to India in June. Arrange visas – liaising and visiting Visa World regularly before the trip. Ensure all consent forms are handed in.
- Educational visits – ensure all information is put on Evolve – assisting teaching staff where necessary. Chase and ensure all information is up to date on Evolve before the departure date and chase risk assessments, uploading where necessary. Liaise with Evolve if there are any problems. Send out parent letters when requested.
- Keep the Educational Residential Visits list updated on the website – liaising closely with Assistant Head Co-curricular.
- Work closely with accounts and inform them of all trips that are taking place and the costing so that they can set up a firefly account for the trip.

School Bus Service

- Liaise with parents on the available transport/routes in association with the Admissions team at the beginning of the academic year.
- Liaise closely with the Operations Manager over quality and effectiveness of the service raising issues and concerns as necessary.
- Keep registers updated both on Excel and iSAMS.
- Liaise closely with the coach companies – send them updated registers regularly.
- Deal with any complaints with regard to the school bus service – forwarding to Operations Manager when necessary.
- Ensure all emails are dealt with on Mill Hill Express – answering all queries.
- Update parents if there are any changes to the routes.
- Liaise closely with accounts regarding bus charges – ensuring that accounts receive the list of charges to be put on the school invoices preferably 1 week before the end of term – update the spreadsheet accordingly.
- Act as first point of call between coach operations and parents using or intending to use the service.

Coaches

- Book coaches for all sporting fixtures and trips. Liaise closely with the coach companies and teaching staff. Ensure all sporting fixture lists have coaches booked in advance.

School Minibuses

- Maintain the diary for the school minibuses across the Foundation.

Activities Week

- Provide administrative support for Activities Week – this includes typing all letters, liaising closely with Director of Activities, phoning companies regarding certain activities and obtaining information, collating the consent forms, liaising with parents and sending out all emails to parents as well as booking all transport for the week and ensuring all school mobile phones are allocated correctly.

Health and Safety

- Attend the Foundation Health and Safety Committee as a member.

School Office Duties

- To provide efficient and effective administrative support to the School Office with the ability to cover for other roles within the team including Reception.
- To provide a welcoming, efficient and responsive first point of contact to all visitors, staff, pupils and parents, both in person and on the telephone.
- To deal with all incoming calls ensuring that they are answered in a timely, friendly and professional manner.
- To support with administration associated with Parents' Evenings, Open Mornings and other key events, providing front of house support where required.
- Appreciate and support the role of other professionals, and establish constructive relationships and communicate with other agencies and professionals as required.
- Participate in training and development activities and programmes, and attend and participate in meetings as required.
- Comply with, and assist with the development of policies and procedures, and report all concerns to an appropriate person, in respect of:
 - Child protection and Safeguarding
 - Health, safety and security
 - Confidentiality, and
 - Data Protection
- Perform any other duties as requested by the Office Manager as commensurate with the post.
- This job description is not necessarily a comprehensive definition of the post. It will be reviewed and may be subject to modification at any time after consultation with the post holder.



PERSON SPECIFICATION

Qualifications and Skills

- Excellent verbal and written communication skills, and strong stakeholder management skills.
- Strong organisational and planning skills.
- A creative mind with an ability to suggest improvements and find solutions to problems.
- Excellent time management skills and ability to multi-task and prioritize work. Experience of working in a fast-paced environment.
- Attention to detail and problem solving skills
- Proficiency in MS Office (MS Excel, MS Word and MS Outlook) database packages and internet systems.

Experience and Knowledge

- Previous experience in a similar role including experience at a senior administrative level (minimum 2 years' experience)
- Previous experience of working in a school environment (desirable)

Abilities, Skills and Attributes

- Ability to build and form working relationships with pupils, parents and colleagues, to work across operational boundaries
- Be able to work well as a member of a team.
- Demonstrate attributes of discretion, tact and diplomacy.
- Show initiative, drive and commitment to ongoing improvement.
- Be articulate and presentable.
- Be creative problem-solver with the ability to think ahead.
- Have good negotiation skills.
- Excellent administrative and organisational skills; with good attention to detail and the ability to use initiative and prioritise workload.
- Demonstrate a co-operative, reliable, customer responsive with a "can do" attitude with good communication skills both on the telephone and in person that allows effective communication at all levels of the school.
- Demonstrate an aptitude and acceptance of working within an environment that has numerous interruptions, changing workload demands and new organisational challenges.
- Be able to work under pressure and meet deadlines whilst producing work that is accurate.

HOW TO APPLY

1

If you would like to apply for this role, please download the application form from the **School website**, Our Guidance Notes for Applicants can also be found on the website.

[View Online Page](#)

2

Your application form should be completed in full and returned to **applications@millhill.org.uk** by **9am on Friday 15 January 2021**. Please note that we are unable to accept applications unless they are made on our own application form. Due to the large number of applications the School receives, please be aware that only shortlisted candidates will be contacted to be invited for an interview.

3

Should you require any further assistance, please contact us via email **applications@millhill.org.uk**

The Mill Hill Foundation is committed to safeguarding the welfare of children. The School is registered with the DBS and successful applicants will be required to complete successfully the Disclosure procedure at the Enhanced level. It is an offence for person barred from working with children to apply for this post.

The Mill Hill Foundation is committed to Equal Opportunities and welcomes applications from all sections of the community.



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