



6 Month Services Management & Administration Internship

BABMA0501

PLEASE READ CAREFULLY BEFORE CONTINUING.

ESPA or European Student Placement Agency is a recruitment agency whose goal is to find high quality internships for European students and recent graduates in the UK. We work closely with our host companies to ensure the positions provide the candidates with a great experience, both professional and personal.

REQUIREMENTS: ESPA vacancies are open to all EU passport holders able to travel to the UK for an educational work placement, without the need for visa documents. You have to still be a student or have graduated in the last 12 months. Any student who is unsure of their visa situation should check with their university before applying.

BENEFITS: All ESPA's services are **free** for students and alumni. The benefits are:

- 1) Paid Accommodation.
- 2) Paid Utility Bills (electricity, gas, water and council tax) + Internet Access
- 3) Commuter travel to work (accommodation will be found within an acceptable commuting distance from the workplace, if that requires more than a sensible walk then a bus/train ticket will be provided).

This will be sourced and managed on your behalf by ESPA. **These benefits have an approximate value of 700€-1000€ per month (depending on location).**

There is no salary over and above the benefits offered, unless specifically stated.

To know more, please visit: www.espauk.com

The Host Company

The company is a **language services company** based in **Salisbury, Wiltshire**. It provides translation and interpreting services and also runs courses in English as a Foreign Language and in Arabic. It seeks an enthusiastic and motivated marketing graduate to support the Academic Director in the administration of its language courses and support of its students.

Role

The company is seeking a highly motivated and organised graduate, looking to gain experience of **administration and customer service and support in an educational environment**.

Duration

6 months

Location

Salisbury - Located in the South of England, within easy travel distance of London, Bath, Bristol and Southampton, the city retains much of its historic past with timbered buildings, an Early English Gothic Cathedral, a thriving market, a buzzing Arts scene, museums and some of England's finest historic houses.

Languages

A high standard of spoken and written English level is required (C1/C2).

Start date

February/March 2016

Tasks

As a **Student Services Officer** you will:

- Assist with enrolments and Monday morning placement tests.
- Liaise with the Academic Department and (co) run the weekly student induction.
- Organise, promote and supervise the School's Social and Excursion Programmes
- Organise the provision of student homestay accommodation (including liaising with existing and potential providers, allocation of students, problems and complaints, etc) and organise arrival and departure transfers.

As an **Assistant Safeguarding and Welfare Officer** you will:

- Provide help and advice for students and follow up and resolve any issues raised
- Act upon student feedback through questionnaires, comments & suggestions, feedback sessions, etc.
- Maintain records of all communications and activities (with staff, students and clients) in order to keep information available to relevant staff members.

Regarding **Administrative and Marketing support** you will:

- Man the front desk (when required) and respond to telephone and email enquiries.
- Sign up direct (walk-in) students and accept tuition payments.
- Assist with organisation and management of school groups as well as liaising with overseas agents.
- Other duties related to administration, management or general marketing.

As the appointee gains experience in the job he/she will be expected to contribute to the review, update and audit of School policies and procedures to ensure compliance with the requirements of our accrediting organisations.

Personal Skills

Essential:

- Degrees related to Business Administration, Management, Marketing or similar.
- Excellent IT skills (Microsoft Office).
- Strong organizational and management abilities.
- Experience in administrative and record keeping tasks.
- Ability to work under pressure and ability to multitask.

Desirable:

- Knowledge and experience in online databases (or willingness to learn).
- Other language skills.

How to apply

STEP 1) Please, register with us at <http://www.espauk.com/students/register-with-us>

STEP 2) Please, send an email to madeline@espauk.com with the reference code **BABMA0501** attaching your CV as a pdf file. A cover letter is always helpful.

Are you eligible?

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