



FELSTED SCHOOL JOB DESCRIPTION

Head of Global Education Programmes

The Role

Accountable to: Director of Global Education

Accountable for: Global Admissions Lead, Seasonal staff (Academic Manager; Co-curricular Manager; Sports and Social Manager; Pastoral Manager; Teachers and Coaches; Clubs and Events Coordinators; Activity Leaders)

Campus: Senior and Prep

Hybrid working model: Mainly remote; some office-based; reside on-site during Felsted International Summer School and other residential programmes

The Head of Global Education Programmes is responsible for the strategic development, planning, quality and successful delivery of Felsted's portfolio of international education programmes, while playing a key role in developing Felsted's international profile, partnerships and student recruitment.

Working closely with the Director of Global Education and colleagues across Felsted School, the postholder will lead the development and delivery of the International Summer School and other Global Education programmes, ensuring that each programme provides an outstanding academic, pastoral, cultural and co-curricular experience for students.

The role combines **strategic programme development with hands-on programme leadership**. The Head of Global Education Programmes will ensure that programmes are well planned, financially sustainable, appropriately staffed, effectively marketed and delivered to a consistently high standard.

The postholder will lead and support programme managers and programme teams, establish clear systems and standards, develop new programme opportunities and ensure that the Global Education programme portfolio continues to grow and evolve in line with the strategic aims of Felsted School.

Role Responsibilities (illustrative, not exhaustive, list)

Programme Strategy and Development

- Work with the Director of Global Education to develop and implement the strategic vision for Felsted's Global Education programmes.
- Lead the development, review and continuous improvement of existing programmes.
- Identify opportunities to develop new international education programmes, short courses and bespoke educational experiences.

- Research international education trends and identify opportunities for innovation and growth.
- Ensure that programmes are aligned with Felsted's educational values, international outlook and wider strategic objectives.
- Develop programmes that respond effectively to the needs of international students, schools, agents and partner organisations.
- Ensure that the Global Education programme portfolio remains competitive, distinctive and sustainable.

Summer School Leadership

- Provide senior programme oversight of Felsted International Summer School.
- Work closely with the Summer School Headteacher and other seasonal staff to ensure the successful delivery of the programme.
- Work closely with the Pastoral Manager and Global Operations Director to ensure that academic, pastoral, operational, activities and administrative elements of the Summer School work effectively together.
- Establish clear standards, structures and expectations for Summer School delivery.
- Monitor programme performance and address issues promptly and effectively.
- Review the Summer School annually and lead the development of improvements for future programmes.
- Ensure that the Summer School provides an outstanding residential experience for international students aged 12–17.

Programme Management and Delivery

- Oversee the planning and delivery of the Global Education programme portfolio.
- Establish effective systems for programme planning, implementation, monitoring and evaluation.
- Ensure that programme timelines, staffing, resources, facilities and operational requirements are properly coordinated.
- Work collaboratively with academic, pastoral, operations, finance, marketing and administrative colleagues.
- Ensure that programme teams have clear roles, responsibilities and reporting structures.
- Monitor programme delivery and intervene where standards or outcomes are not being achieved.
- Ensure that lessons learned from each programme are captured and incorporated into future planning.

Programme Quality and Student Experience

- Establish and maintain high standards across all Global Education programmes.
- Ensure that programmes provide a coherent and engaging combination of academic, cultural, social and recreational opportunities.
- Monitor student experience and satisfaction.
- Develop and implement appropriate feedback and evaluation systems.
- Review feedback from students, parents, agents, Group Leaders and staff.
- Use data, feedback and programme evaluations to drive continuous improvement.

- Ensure that programmes are inclusive and responsive to students from different cultural, linguistic and educational backgrounds.

Academic and Educational Quality

- Ensure that academic programmes are appropriately designed, engaging and age-appropriate.
- Ensure that academic provision supports the overall aims and objectives of each programme.
- Support the development of innovative approaches to international education and English language learning.
- Ensure that academic and co-curricular programmes complement one another.
- Monitor overall academic quality.
- Encourage opportunities for students to develop confidence, independence, communication skills, global awareness and cultural understanding.

Staffing and Team Leadership

- Develop appropriate staffing structures for Global Education programmes.
- Work with the Director of Global Education and relevant colleagues on recruitment and workforce planning.
- Oversee the recruitment, induction and deployment of programme staff as appropriate.
- Provide clear leadership, expectations and support to programme managers and programme leads.
- Develop a positive, collaborative and professional programme culture.
- Identify training and professional development needs.
- Monitor staff performance and address concerns appropriately.
- Ensure all programme staff understand and meet their responsibilities relating to safeguarding, student welfare, professional conduct and health and safety.

Financial and Commercial Management

- Work with the Director of Global Education to develop and monitor programme budgets.
- Contribute to programme pricing and financial planning.
- Monitor programme income, expenditure and overall financial performance.
- Identify opportunities to improve efficiency and value for money.
- Ensure that programme resources are used effectively.
- Contribute to the development of financially sustainable new programmes.
- Support the Director of Global Education in assessing the commercial viability of new programme opportunities.

Agents, Partners and External Relationships

- Develop and maintain positive relationships with international agents, schools, partners and other organisations.
- Support the Director of Global Education in developing new partnerships and opportunities.

- Ensure programme teams communicate effectively with external partners.
- Maintain high standards of professionalism in all external relationships.
- Support the delivery of bespoke programmes for partner organisations where appropriate.
- Ensure that programme commitments made to partners are delivered effectively.

International Travel and Global Engagement

The role will involve regular international travel and the postholder should be willing and able to represent Felsted overseas.

International travel may include:

- Visits to Round Square schools and other international schools.
- School assemblies, presentations and information sessions.
- Meetings with international agents and education consultants.
- Visits to existing and prospective partner organisations.
- Attendance at international educational fairs and conferences.
- Student and parent recruitment events.
- Partnership development meetings.
- International school visits and familiarisation trips.
- Supporting international recruitment and programme promotion initiatives.

The postholder will be expected to plan international travel effectively, maximise the value of each visit and ensure that appropriate follow-up takes place.

International travel should be viewed as an integral part of the role, supporting the growth, profile and international reach of Felsted's Global Education programmes.

Operations, Risk and Compliance

Work with the Global Operations Director to:

- Ensure that appropriate operational planning is undertaken for every programme.
- Ensure facilities, accommodation, transport, catering, activities and other resources are appropriately arranged.
- Ensure appropriate risk assessments and contingency plans are in place.
- Ensure that programmes operate in accordance with Felsted School policies and procedures.
- Promote high standards of safeguarding, health and safety and student welfare.
- Ensure that programme teams understand emergency procedures and their responsibilities.
- Respond calmly and effectively to operational challenges and unexpected situations.

Safeguarding and Student Welfare

- Promote and uphold Felsted School's safeguarding culture and procedures.
- Ensure that all programme staff understand their safeguarding responsibilities.
- Work closely with the Designated Safeguarding Lead and relevant pastoral colleagues.

- Ensure that concerns relating to student welfare are reported and managed appropriately.
- Maintain appropriate professional boundaries with students at all times.
- Ensure that safeguarding and student welfare are integral to programme design and delivery.

Marketing

- Work with the Director of Global Education, Marketing Team and Global Business Development Lead to support the promotion of Global Education programmes.
- Contribute to programme information, promotional materials and website content.
- Ensure that programme descriptions accurately reflect the student experience.
- Identify opportunities to strengthen the international profile and reputation of Felsted's programmes.
- Support open days, partner visits, recruitment events and other promotional activities where appropriate.

Evaluation and Continuous Improvement

- Lead formal post-programme reviews.
- Analyse student, parent, staff, agent and partner feedback.
- Review programme performance against agreed objectives.
- Produce recommendations for improvements and future development.
- Maintain appropriate records of programme learning and best practice.
- Ensure that successful approaches are shared across the Global Education portfolio.

Person Specification

Essential:

Experience

- Teaching or educational leadership experience
- Relevant professional or academic qualification
- Experience of working within a boarding school, independent school, international school, language school or summer school.
- Experience of working with international students or within a multicultural environment.
- Strong understanding of programme planning, quality assurance and evaluation.
- Experience of managing competing priorities within a fast-paced environment.

Leadership

- Strong leadership and people-management skills.
- Ability to provide strategic direction while remaining engaged with operational detail.
- Confident decision-maker with excellent problem-solving skills.
- Ability to motivate and develop staff.
- Strong organisational and project-management skills.

Communication

- Excellent written and verbal communication skills.
- Ability to communicate effectively with senior colleagues, staff, students, parents, agents and international partners.
- Strong interpersonal skills and cultural awareness.
- Professional, approachable and confident manner.

Personal Qualities

- Highly organised, proactive and reliable.
- Flexible and adaptable.
- Energetic and positive.
- Commercially aware while maintaining a strong educational focus.
- Creative and willing to develop new ideas.
- Calm under pressure.
- Committed to safeguarding and the welfare of children and young people.
- Passionate about international education and creating outstanding student experiences.

Desirable:

- Experience of managing teams and coordinating multiple areas of programme delivery.
- Experience of developing new educational programmes.
- Experience of working with international agents and education partners.
- Experience of budget management and programme pricing.

Key Working Relationships

The Head of Global Education Programmes will work closely with:

- Director of Global Education
- Summer School Headteacher
- Summer School Co-curricular Lead
- Pastoral Manager
- Operations Manager
- Global Admissions Lead
- Global Business Development Lead
- Finance Team
- Marketing and Admissions Teams
- House Parents and Assistant House Parents
- Activities and Sports Teams
- Group Leaders
- International agents and partner organisations
- Parents and students

Measures of Success

Success in the role will be demonstrated by:

- Growth and successful development of the Global Education programme portfolio.
- Achievement of agreed student recruitment, income and financial targets.

- High levels of student, parent, agent and partner satisfaction.
- Development of strong international school, agent and partner relationships.
- Successful representation of Felsted through international visits, fairs, assemblies and recruitment events.
- Consistently high standards of programme delivery, safeguarding and student experience.

Reward and Recognition

- Annual leave allowance of 25 days plus public holidays
- Employer and employee contributory pension scheme
- Free life assurance scheme
- Lunch provided on full days worked
- Membership of the Felsted Gym and pool facilities at no cost
- Free parking
- Membership availability to the School's Healthcare Scheme via BUPA
- Membership to Felsted Connect (discounts and savings online and instore)
- Subsidised on-site Coffee Shop

Terms of Employment

- Permanent
- All-year round (52 weeks)
- Location of work will be Felsted School, Felsted, Essex, CM6 3LL, with remote working in accordance with operational requirements
- Normal working hours are Monday to Friday from 8:30am to 5:00pm. Flexibility in working hours will be required at times, in accordance with operational needs.
- Salary: £42,000.00 p.a.
- Start date: 2 November 2026

Felsted is committed to equal opportunities and maintaining a safe and secure environment for all pupils and a 'culture of vigilance' to safeguard and protect all in its care, and to all aspects of its 'Safeguarding (Child Protection and Staff Behaviour) Policy'. Please note, it is an offence to apply for this position if barred from engaging in a regulated activity relevant to children. All employees are subject to pre-employment checks, including a Disclosure and Barring Service check.

Signed: _____ Date: _____

Name: _____