



FELSTED SCHOOL JOB DESCRIPTION

Global Education Apprentice

Reports to: Operations Director

Works closely with:

- Director of Global Education
 - Head of Global Education Programmes
 - Global Business Development Lead
 - Global Admissions Lead
 - Programme Managers
 - Academic and Pastoral Teams
 - Operations Team
 - Marketing and Communications Team
 - House Parents and Boarding Teams
 - Seasonal Global Education Staff
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Purpose of the Role

The Global Education Apprentice will support the safe, welcoming and effective delivery of Felsted's Global Education programmes while undertaking structured professional development across programme management, operations, administration, customer service, student support and international education.

The role is designed as a two-year development position, providing broad experience across the Global Education Department and creating a strong foundation for future employment within education, international programmes, operations, events, customer service or business development.

The successful candidate will gain practical experience of working in a busy international educational environment, supporting programmes involving students, families, schools, agents and partners from around the world.

Key Responsibilities

Global Education Programme Support

- Support the delivery of Global Education programmes throughout the year.
 - Assist Programme Managers and other members of the Global Education team with programme preparation and delivery.
 - Help ensure that programmes are well organised, welcoming and delivered to a consistently high standard.
 - Assist with programme schedules, resources, venues and equipment.
 - Support the preparation of programme materials and student information.
 - Help identify and resolve day-to-day issues during programme delivery.
 - Develop an understanding of the full programme journey, from enquiry and booking through to delivery and evaluation.
 - Support the collection and analysis of student and customer feedback.
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Student Experience and Welfare

- Be a friendly, visible and approachable member of the Global Education team.
 - Assist with student induction and orientation.
 - Help students settle into Felsted and make the most of their programme.
 - Support students experiencing homesickness or minor welfare concerns, escalating concerns appropriately.
 - Encourage positive behaviour and community values.
 - Promote an inclusive and welcoming environment for students from different countries and cultures.
 - Support student engagement in lessons, activities, excursions and social programmes.
 - Assist with student voice and feedback initiatives.
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Boarding and Residential Support

- Assist House Parents and residential staff during busy periods.
 - Support student arrivals and departures.
 - Assist with room allocations and boarding information.
 - Help maintain accurate boarding and student records.
 - Support student and staff sign-in and sign-out procedures.
 - Assist with house meetings and student activities.
 - Be residential during Summer School and other programmes where required.
 - Support the smooth running of residential programmes while maintaining appropriate professional boundaries.
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Operations Support

- Prepare welcome packs, including fobs, lanyards and programme information.

- Assist with the management and distribution of keys and access arrangements.
 - Support airport arrivals and departures.
 - Assist with excursion and transport logistics.
 - Help prepare classrooms, boarding houses, activity areas and other programme venues.
 - Assist with registration processes.
 - Maintain inventories of programme and student resources.
 - Support the preparation, movement and storage of equipment.
 - Assist with setting up and clearing down events and programme activities.
 - Report operational issues promptly to the appropriate member of staff.
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Administration

- Provide general administrative support to the Global Education Department.
 - Update registers and student records where appropriate.
 - Prepare student and programme information.
 - Assist with filing and maintaining accurate records.
 - Support the processing of forms and programme documentation.
 - Help produce reports, statistics and feedback summaries.
 - Assist with booking, invoicing and other administrative processes where appropriate.
 - Support the Global Education office during busy periods.
 - Maintain a professional and organised office environment.
 - Assist with ordering and maintaining office and programme supplies.
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Admissions and Customer Service

- Gain experience of the student enquiry and booking journey.
 - Assist with responding to routine enquiries from students, parents, schools and partners under appropriate supervision.
 - Support the preparation of information for prospective students and families.
 - Assist with welcome and induction communications.
 - Develop an understanding of CRM systems and customer relationship management.
 - Help maintain accurate customer and programme information.
 - Provide a warm, professional and helpful customer experience.
 - Support follow-up communications and customer feedback activity where appropriate.
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International Education and Partnerships

- Develop an understanding of Felsted's international education provision and global partnerships.
- Support visits from international schools, agents, partners and Group Leaders.
- Assist with the organisation of presentations, meetings and visits.
- Support international visitors during their time at Felsted.

- Gain experience of working with people from different cultural and educational backgrounds.
 - Assist with international events, conferences and recruitment activity where appropriate.
 - Develop an understanding of the role of agents, schools and educational partners in international student recruitment.
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Marketing and Communications

- Support the Global Business Development Lead and Marketing Team with Global Education marketing activity.
 - Assist with the creation of content for social media, newsletters, websites and programme materials.
 - Support photography and video content during programme delivery, in accordance with school policies and safeguarding requirements.
 - Help gather student stories, testimonials and programme highlights.
 - Assist with seasonal marketing and communications activity.
 - Support the work of seasonal marketing and social media staff during programme periods.
 - Develop an understanding of how marketing activity supports enquiries, enrolments and customer engagement.
 - Ensure all communications reflect Felsted's brand, values and international outlook.
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Events and Activities

- Assist with the organisation and delivery of Global Education events.
 - Support open days, welcome events, cultural events and student celebrations.
 - Help organise student competitions, social activities and community events.
 - Assist with residential group events and activities.
 - Support the preparation of event spaces, materials and equipment.
 - Develop practical experience in event planning and delivery.
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Safeguarding and Student Safety

- Maintain excellent safeguarding awareness at all times.
 - Complete all required safeguarding training.
 - Follow Felsted's safeguarding, health and safety and staff conduct procedures.
 - Report safeguarding or welfare concerns promptly to the appropriate member of staff.
 - Support appropriate supervision arrangements and student-to-staff ratios.
 - Assist with risk assessments and safe programme delivery.
 - Maintain professional boundaries when working with children and young people.
 - Contribute to creating a safe, respectful and inclusive environment for all students.
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Communication

- Build positive and professional relationships with students, colleagues, parents, Group Leaders and visitors.
 - Communicate clearly and appropriately with people from different cultural backgrounds.
 - Develop confidence in professional written and verbal communication.
 - Support Group Leaders and international visitors during programmes.
 - Represent Felsted positively and professionally at all times.
 - Develop the confidence to contribute to meetings, presentations and briefings.
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Professional Development

The apprentice will receive structured training and development across areas including:

- Safeguarding
- Child protection
- Mental Health First Aid
- Behaviour Management
- Boarding Practice
- Child Development
- Conflict Resolution
- Customer Service
- CRM and customer relationship management
- Event Management
- Health & Safety
- First Aid
- Educational Visits
- Programme Management
- Administration
- Marketing and Communications
- Cross-cultural communication
- Leadership and teamwork
- International education

Where appropriate, the apprentice will have opportunities to gain recognised qualifications and undertake relevant external training.

Departmental Experience and Rotations

To develop a broad understanding of Global Education, the apprentice will have opportunities to work alongside different areas of the department, including:

- Programme Management
- Operations
- Admissions and Customer Service
- Administration
- Business Development
- Marketing and Communications
- Academic Programmes
- Pastoral and Boarding
- Activities and Excursions
- Events

The exact programme of rotations will be agreed according to departmental priorities, the apprentice's development objectives and available opportunities.

Annual Project

Each year, the apprentice will be responsible for developing and completing at least one improvement project that makes a positive and lasting contribution to Global Education.

Possible projects could include:

- Student Voice programme
- International Student Ambassador Programme
- Boarding Welcome Booklet
- Digital Student Induction Resources
- Student Feedback Analysis
- House Competition Programme
- Wellbeing Initiatives
- Sustainability Projects
- Global Education Resource Library
- International Visitor Welcome Pack
- Programme Information Resources
- Improvements to the student arrival experience

The apprentice will be supported to plan, deliver and evaluate their project, developing project management, communication and leadership skills.

During Summer School

Summer School will provide the apprentice with significant practical experience of working within a large international residential programme.

Responsibilities may include:

- Airport welcomes

- Student arrivals and departures
- Student induction and orientation
- House meetings
- Daily supervision
- Student welfare support
- Excursion support
- Evening activities
- Registration
- Group Leader support
- Programme administration
- Event support
- Student feedback
- Staff support
- Incident recording
- Departure days

The apprentice will be expected to be residential during Summer School and to contribute fully to the wider programme and community.

During the Rest of the Year

The apprentice may support a range of Global Education activity, including:

- LEAP
 - Round Square exchanges
 - Immersion programmes
 - Holiday Club
 - Residential groups
 - International school visits
 - International visitors
 - Boarding events
 - Open Days
 - Educational events
 - Global Education recruitment activity
 - Programme preparation and development
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Programme of Training and Development

The apprentice will have a structured development programme including:

- A dedicated mentor within the Global Education Department.
- Regular one-to-one meetings and progress reviews.
- Rotations through key areas of Global Education.
- A personal development plan with clear objectives and milestones.

- Opportunities to gain recognised qualifications and relevant training.
 - Opportunities to shadow experienced members of staff.
 - Increasing levels of responsibility as confidence and experience develop.
 - Responsibility for an annual improvement project.
 - Opportunities to develop leadership skills through student activities and programme responsibilities.
 - Experience of working in an international and multicultural educational environment.
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Desired Qualities

We are looking for someone who is:

- Friendly and approachable
- Enthusiastic and positive
- Highly organised
- Reliable and conscientious
- Calm under pressure
- An excellent communicator
- A positive role model
- Adaptable and flexible
- Interested in international education
- Comfortable working with young people
- Culturally aware and respectful
- A strong team player
- Willing to learn and take responsibility
- Professional and discreet
- Confident using technology and learning new systems
- Proactive and willing to contribute ideas

Previous experience of working with children, young people, education, hospitality, events, customer service or international programmes would be advantageous but is **not essential**.

Progression Opportunities

The Global Education Apprentice role is intended to provide a strong foundation for a career within Global Education and related sectors.

Depending on experience, performance and available opportunities, progression could include roles in:

- Programme Management
- Summer School Management
- Global Education Operations
- Admissions

- Business Development
- Customer Relationship Management
- Marketing and Communications
- Pastoral and Boarding
- Events
- International Education

The role will provide the successful candidate with a broad understanding of how an international education department operates and the opportunity to develop the skills, experience and confidence required for future progression.

Reward and Recognition

- Annual leave allowance of 20 days plus public holidays
- Employer and employee contributory pension scheme (4% match)
- 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

- Two-year contract
- All-year round (52 weeks)
- Location of work will be Felsted School, Felsted, Essex, CM6 3LL.
- 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: £22,000.00 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: _____