



Job Description

Job title:	Deputy Head Supervisor
Department / Location:	Feltham
Reporting to:	Head Supervisor

Job purpose

As part of a supervisory team, this role will combine skills to provide organisational, administrative and facility services within the Tuition Centre/s for clients and teaching staff. This is one of a team of similar roles that are pivotal and ensure the smooth running of our educational centres, guaranteeing that customer satisfaction is at the heart of our business.

Main responsibilities

- To provide a full range of administrative and supervisory support
- To act as “front of house” or Reception team, welcoming parents/visitors/pupils and dealing with a range of issues accordingly in direct face to face contact and phone/email
- To work collaboratively with the supervisory team, senior managers/teachers and other areas of the AE business (e.g. administration teams based in different locations)
- Manage resourcing processes (e.g. staff rotas, timesheets, absence management and collation of attendance statistics)
- To contribute to timely recruitment process, effective induction and ongoing training of support staff for the Tuition Centre in line with legal employment requirements (working collaboratively with Human Resources)
- Implement actions necessary under Data Protection legislation, workplace Health and Safety requirements and site maintenance procedures
- Cash handling processes

Skills/Competencies

- Strong academic background – as a minimum, ideally grade A at English and Maths GCSE
- Excellent customer focus
- Effective time management
- Confidence in verbal and written communication
- Organisational and planning capability
- Team player
- Reliable and trustworthy
- IT literacy – proven capability with systems
- To role model values of AE, promoting a positive approach to learning