

Job description: ELE teacher, Client Attention junior and chaperone

Job title:	ELE teacher and junior Client Attention Responsible
Reporting to:	Director of Education. On occasions to General Manager
Responsible for:	All staff involved in customer service
Hours:	Full time (40 hours)
Objective:	Overall responsibility for a high-quality, effective and efficient client attention service at Spark in the English Language Programmes, as well as delivering high quality Spanish classes within the Spanish Language Programmes.
Duties:	<p>Delivering high quality Spanish classes on a daily basis to students.</p> <p>Assisting the Director of Studies in parental communications in the English Language Programmes, administration tasks and payments related to the programmes and students and maintaining a high customer service throughout.</p> <p>Run School tours as a chaperone: teaching, running excursions and dealing with suppliers and host families.</p> <p>The candidate will be accountable for:</p> <ul style="list-style-type: none">• Promoting the English Language Programmes and attending any requests as well as addressing any issues to reach and maintain student number targets.• Customer service speed, efficiency and client satisfaction.• Dealing with all paperwork related to the programmes, ensuring all administration tasks are dealt with quickly and efficiently.• Teaching students in the Spanish Language Programmes on a daily basis.• Running school tours as a chaperone to a high level.
Salary:	€1090 gross per month with the option of additional bonuses.
Terms of contract:	Initial trial contract of 1 month, after which in case both the candidate and Spark Languages are satisfied, the contract will be extended for a further 5 months. After these 6 months, the candidate will be eligible for a year round contract.
Long term prospects:	The Junior position is for anybody in this position during their first two years at Spark. After this time, the candidate would be eligible for the senior position, with a contrato 'fijo' and an increase in bonuses. This transition from Junior to Senior would NOT be automatic however and depends on job performance.
Application:	http://sparklanguages.formstack.com/forms/spark_application

General Overview of Position

This position's primary function apart from teaching Spanish on a daily basis, is to assist the Director of Studies in Spark's client attention and bookings area in the English department. At times it would also involve running a school tour programme as a chaperone. However, as we are small intimate team, the candidate, like all Spark



staff, is also involved directly in other areas as well as helping out in the many daily tasks that come up in a dynamic small company.



What type of company is Spark?

Spark is a young dynamic company dedicated to the field of education. Our principal business areas are Spanish and English teaching. Everyone at Spark is a current or past teacher, meaning we genuinely believe in our selling slogan “*your learning, our passion*”. Our team are young and we are full of energy and see challenges as hurdles to be overcome rather than something to hold us up. For our industry, we are quite tech savvy and are committed to making the most of modern technology, especially in areas of client attention and sales. We are also a hard working team who genuinely strive to produce a great experience for our students. Having founded Spark in the midst of an international economic crisis, we are also well aware that it is dedication, team work and most of all passion for what we do which is needed to carry us onwards and upwards.

What type of person are we looking for?

This position is most suitable for a person who has recently graduated. We are looking for a candidate with a genuine passion to succeed and develop professionally who would like to stay in touch with teaching Spanish but would even more importantly like to take on a new challenge of client attention. The candidate should also have an interest in language learning and ideally speak good English and want to work in an international environment. They must be someone who takes pride in their work and have a real ambition to be good at what they do. Also to fit into our ethics, they should be someone who can be passionate about their work and get a genuine buzz from triumphing in their tasks. We are looking for people to take the company forward rather than maintain where it is so, definitely the person must be someone who isn't afraid of hard work and someone who can recognize that a job can be fun and rewarding.

In short, the ideal candidate for us is someone full of energy, with untapped potential (we're good at spotting it 😊) and is looking for a job that tests them but also one they can be passionate about.

But what makes the job interesting for me?

Spark offers different educational programmes with a great variety in terms of clientele and options. This position offers an interesting opportunity to be the ‘face’ of Spark for our adult learners of Spanish, for our young learners in the English academy, for their families and for school groups and their teachers. It means that it allows for a lot of personal contact with all of these groups of people, meaning that it can be very rewarding for the candidate to put their social skills into practice and to be the overall responsible of the area of client attention and bookings.

Anybody in language education interested in becoming more involved on a different level will find this a rewarding position as it allows them to learn more about the running of a language centre.

Spark is run and owned by dynamic young people, and our enthusiasm and dedication to what we do makes that we have a lot of eye for detail when dealing with our

students, clients, suppliers and staff. Also being a small company offers the right person the opportunity to become involved on all levels of client attention: dealing with requests, processing enrolments, making people feel comfortable and welcomed, gaining experience in conflict management etc. The successful candidate will find this a job they can enjoy and care about and will find Spark a supportive and caring company (group of people) in which to develop professionally.

But surely there must be some downsides, nothing is perfect?

Of course, like any job, this position and working at Spark definitely has some downsides. One reality is that whilst we are an extremely supportive team, we are also a very hard working one, hence Spark is definitely not for people who have a 9:00-17:00 work mentality. It is a passionate environment where you have the chance to genuinely believe in what you do but this comes at the price that we expect all our team to give what it needs to complete a goal. In short, if you are looking for an easy position that allows you to have an easy life, this job is not for you.

Please also note that it can be overwhelming to execute the various tasks that the person would be responsible for in a timely and organized fashion: teaching Spanish, attending at reception and overseeing the complete administrative area of the English department especially and also at times running school trips, so the position is more suitable for teachers who would like to get involved in tasks that go beyond teaching. This means that during busier times the client attention and customer service responsibilities have a higher priority and the candidate has to manage their Spanish classes and teaching quality in a way that allows them to put less preparation time into this.

Another thing for candidates to bear in mind is that whilst our managers are great people developers and educators who are happy to support anybody on their team when needed, we also value people taking initiative when it comes to working around hurdles that come up and suggesting and trying out possible solutions, as well as feeling responsible and accountable for their areas of responsibility. The candidate should not be afraid of dealing with stressful situations when they arise, keeping their heads cool and suggesting solutions to resolve an issue in the best way possible.

A final challenge that can arise is that whilst Spark is a relatively small language school, our Spanish classes are not always perfectly divided per level, meaning that there can be moments that the candidate has students of mixed ability in their classes and have to find the best way of dealing with this. From many years of experience, we know that this is certainly possible but it does require the candidate to be proactive and flexible when it comes to dealing with these situations.

CORE JOB TASKS

The candidate's timetable would be divided between teaching Spanish classes, usually -but not only- in the mornings and customer service, normally in the afternoon. As a teacher the candidate is usually responsible for on average 6 students at a time, although at times slightly more (our maximum class size for adults is 9, for school groups 12-15), and even though Spark is committed to delivering very high quality Spanish classes by professional and dedicated teachers, the candidate has to always remember that in their role as customer service responsible, they are continuously accountable for the administration and client attention for ALL of its students in the English Language Programmes. Depending on the time of year, this can be anything between 180 – 250 students, along with these students' parents or guardians. For this reason the duties within the role as customer service responsible are detailed first as they are the ones that are considered to have a bigger impact on the company's overall performance.

Client attention and booking responsibilities

The candidate will be the overall responsible for the quality and efficiency of customer service, customer satisfaction and all admin tasks within the English Language Programmes. Responsibilities include:

1. Being the first port of call at reception during assigned hours to deal with queries, student enrolments, customer service, complaints, payments and any admin task involved.
2. Attending customers in a personalized but effective way, representing the company at all times in a professional manner.
3. Act as a filter between customers, suppliers or other people and the rest of the Spark team, dealing with any issues that can be dealt with by the candidate, and taking people's details if needed for follow up.
4. Processing all payments correctly, including following up with outstanding payments, closing the money box weekly as well as monthly, dealing with change, errors and receipts.
5. Deal with any administrative tasks such as student inscriptions, reports, level tests, attendance sheets, newsletter and emails for parents and special events preparations, external exams enrolments and course book stocks.
6. Regularly take photos and upload these onto our web.
7. Attend parents during special events such as parents' evenings and open days.
8. Help out with sales and client attention tasks for the Spanish programmes when needed and assigned.

Teaching Responsibilities

1. Teach daily assigned Spanish classes.
 - a. Intensive Classes usually run Monday – Friday morning for 4 hours minus a 15 minute break which is normally with adult students (16+).
 - b. The Spanish evening course runs October – June once or twice a week for 1,5 hours.
 - c. Depending on the students and the time of the year, some other individual, group and DELE exam classes could be assigned as well.

- d. At times when Spark has a school group, the classes can furthermore involve teaching students of primary or secondary ages.
 - e. Prepare and write appropriate lesson plans for the classes that the candidate will be teaching.
 - f. Make sure that students in class never revert to English or any language other than Spanish. At Spark we believe in a 100% Spanish environment in our Spanish academy. Any student – teacher and student – student interaction should always be in Spanish at all times when in class.
 - g. Follow up on the Spark Educational booklet / portfolio in class, setting goals for students to carry out around Spark and El Puerto and helping out where needed in order for them to be able to complete these goals.
 - h. Prepare students for the cultural programme events where needed.
2. Monitor and communicate pedagogical issues
 - a. Monitor student progress and student welfare on a daily basis.
 - b. Liaise with the Director of Educational Programmes on matters connected with student progress, absences, welfare and behaviour and record incidents through our online observation registration system.
 - c. Attend the weekly teacher meeting or teacher development sessions and any extra teacher meetings as scheduled.
 - d. Write any reports or make up any certificates as required at the end of students' course.
 3. When needed substitute the Director of Education on Monday morning during the welcome talk to welcome any new students, help passing on information and answer any queries students might have before the start of their course.
 4. Attend the Friday afternoon departure ceremony, making sure all certificates are signed and that the weekly winner of the educational programme is announced.
 - a. When needed, fill in for the Director of Education and run the Friday ceremony along with passing on important information regarding the weekend, the week to follow and other important announcement for students.

Spark general programme responsibilities

1. Run one of the weekly cultural events, which can include any or all of the following:
 - a. Contacting some of the establishments and / or working out the logistics for the visit, such as transport, prices and discounts, content of the visit etc.
 - b. Passing on information regarding the event to other teachers / staff members and for student sign up procedures.
 - c. Taking photos during the events and uploading onto our web the following day.
 - d. Being the overall responsible to organize transport to the event and drive the Spark van where needed.
 - e. Making sure we get an invoice from the establishment(s) where the event took place and follow up with the establishment if we don't.

- f. Encourage the students to speak as much Spanish as possible and engage them in conversations.
 - g. Adding to and updating the write up of the event in order to ensure quality, improvements and also facilitating the handing over of the event in case this is needed.
2. Supervise the students learning Spanish in the Spark building and make sure they have a great time and are behaving appropriately. Other responsibilities of this role will include:
 - a. Making sure students integrate, both inside and outside of the classroom.
 - b. Passing on any maintenance issues to the correct maintenance personnel.
 - c. Being responsible for making sure that the students are tidying up communal areas after usage.
 - d. Helping new students to integrate into the Spark Spanish programme.
 - e. Helping maintain as much usage of Spanish as possible.
 2. Contact and follow up with any suppliers.
 - a. This can include making bookings, making appointments, organizing payments and discounts and following up on pending invoices and confirmations.

Spark school chaperone tasks

1. General
 - a. Wear Spark polo at all times during the programme to be easily identifiable to the students, teachers and others.
 - b. Maintain a professional attitude at all times, accepting responsibility for the group and maintaining a positive outlook on the programme and responsibilities.
2. Preparation
 - a. Meeting with DPE and bookings responsible.
 - b. Ensure have all the necessary information, packs for students and phone numbers.
 - c. Check in with the coach company to make sure coach is booked for pick up.
3. Arrival of group
 - a. Do pick up from the airport: usually this means being picked up by the coach rented by Spark to be taken to the airport of arrival (this will usually be Jerez, Sevilla or Málaga, but could also be a different airport).
 - b. Accompany the group back to El Puerto, letting DPE know you're on your way with expected time of arrival. If students are staying with host families, also inform host families of expected time of arrival.
 - c. Upon arrival to El Puerto and if students are staying with host families: make sure all families are there, take photos, answer any questions and wait till all students have been picked up. Resolve any issues (e.g. families who are late, students who are unclear about something etc.). Then take teachers to their accommodation (residence, hotel or host family).

- d. If students stay in residence: take them to residence, make sure all settle in and continue with rest of programme.
 - e. Inform DPE that all arrived safely.
4. Programme
- a. Teach Spanish classes as assigned and follow up on any issues and any admin work related to the classes: certificates, course content, attendance registration and student issues.
 - b. Lead excursions, making sure you know the itinerary and programme, explaining different things at the various sites, using the city guides the students have, answering questions. Communicate with the students in Spanish at all times, unless there is a safety or welfare issue.
 - c. Ensure all students are looked after at all times, walk in shade, have enough water, help when crossing roads etc.
 - d. At the end of each day, ensure you have all the information and booking for the next day, if anything is still pending (bus driver's mobile number etc), call the supplier to get this information.
 - e. At the start of each day, make sure you bring enough contingency money, and at the end of each day, meticulously register the money along with invoices and receipts.
 - f. Run excursions with a lot of energy and enthusiasm, never forgetting that as the group's chaperone, one is responsible for the safety and well-being of the students and their teachers at all times.
 - g. Stick to the time table as much as possible.
5. Issues follow up
- a. Daily check with the group's teachers and students that all is okay.
 - b. In the case of problems and issues: inform DPE to decide on plan of action to be taken.
 - c. On rare occasions if a student is unhappy with the host family or if something happens, the chaperone will be the first person to deal with issues (talk to family, talk to student) in order to resolve the issue. If problem continues, this might also mean finding a new host family for the student.
6. Departure
- a. The day before the departure of the group, make sure all families know where and when to drop off the students the next day.
 - b. Be present at the day of departure at least 30 minutes before the planned departure, making sure all students are there and dropped off.
 - c. Contact any families if 10 minutes before departure they are still not there. School groups often need to catch a flight, so it is important, especially if it is early in the morning, that students arrive on time.
7. Admin
- a. During and after the school's visit, make sure to finish off any admin tasks that are still pending: pending invoices, issues with families, write up feedback etc.
8. In the case of the school group being residential (i.e. staying in the Spark residence), the chaperone during that time would also be required to stay and sleep in Spark.

Attend meetings and performance reviews

The candidate would be required to attend any meetings as set, which are generally during normal office hours, such as the weekly Spark target review meeting, the monthly Spark meeting and individual meetings with the Director, as well as the weekly Spanish teachers meeting.

In addition to this the candidate is required to attend any Spark development days (usually twice a year). At Spark we furthermore believe in continuous professional skills development and we require any new candidates to actively participate in our internal development training programme.

Cover other positions when needed

The candidate would be required to cover for other positions when needed (in case of illness or holidays). The main person they would cover for would be the Spark Spanish programme coordinator, who is the person in charge of the running and organizing of our school group programmes as well as host families and supplier communication and accreditation projects. At times the candidate might also be asked to cover for other positions if needed, which at times might be at the weekend (drop offs or pick ups, school groups or special events). Extra time put in would in theory be compensated with some extra time off soon after.

Spark residence responsibilities

Spark has its own residence and would be happy to provide the candidate with a (usually shared) room in the residence as their accommodation. If the candidate were interested in this arrangement, they would not be charged rent, but instead agree to the following additional responsibilities:

1. On certain days the candidate will be the assigned residence responsible, being there to make sure all goes well, deal with any issues and supervise student conduct. This includes:
 - a. Making sure noise levels are kept to a minimum for those sleeping, especially after midnight in both the residence and on the roof.
 - b. Deal with any issues that might arise.
 - c. Be responsible for locking all doors, turning off lights and air-conditioning units at a set time.
 - d. Be an example to all students and other staff members when it comes to respecting others' possessions, sleeping times and space as well as tidying up after oneself.
2. Deal with any issues at any time they come up in the residence, be it maintenance, student conduct or student complaints.
3. As a general guideline, Spark always asks all of its Spanish teachers to stay in the residence for minimally 1 week, since the residence is an important aspect of the Spanish programme that Spark offers and we believe it is important for any full time Spanish teacher to truly understand this aspect of the programme.

Please note that all of the responsibilities above are based on what we expect this position will be like, but that we ask all of our candidates to be flexible as certain other areas might come up or develop.

Job Review and Performance Management

Regular (usually monthly) feedback will be provided from the Director of Educational Programmes about job performance and objectives. The candidate will be actively involved in the setting of targets and the continuous monitoring and assessing of these targets.

Also the DEP will be available at all times to discuss concerns or problems that may occur. We welcome your frequent feedback on how your job is going for you.

PERSON SPECIFICATION

Qualifications

1. Essential:
 - a. College/University Bachelor's Degree or higher in any subject.
 - b. CAP qualification or equivalent qualification in ELE (minimum 60 hours).
 - c. A valid in date European Driving Licence.
 - d. A European passport or work visa that allows the candidate to work in the European Union.
2. Preferred:
 - a. A College / University Bachelor's in English or Spanish language or in Education.
 - b. Cambridge or Trinity English language certificate, B2 or higher.

Experience

1. Essential:
 - a. Teaching Spanish as a foreign language.
 - b. Working alone and being responsible for completing important tasks with limited support or supervision.
 - c. Working in a fast moving environment where stress levels and responsibilities can at times be very high.
2. Preferred:
 - a. Experience of learning a foreign language and living abroad preferred.
 - b. Reception work and / or client attention and / or sales.

Knowledge and Skills

1. Essential:
 - a. Intermediate level of English (B2) in all skill areas and good knowledge of the customs and culture of other countries preferred.
 - b. Good interpersonal skills, with ability to communicate effectively and professionally with others and especially with customers.
 - c. A positive attitude towards the job and the ability to respond positively to challenges and workload.
 - d. A professional and above all flexible attitude towards all responsibilities.
 - e. Knowledge of computer programmes such as Microsoft Office, using databases and internet and emailing programmes.
2. Preferred:
 - a. Basic knowledge of money boxes (dealing with invoices, basic accounting and handling money).
 - b. For the cultural events programme: cooking experience (preferable for typical Spanish dishes such as paella, tortilla etc.) and / or dance experience (Sevillanas, flamenco or salsa).

General Attributes

1. Essential:
 - a. Native speaker of Spanish
 - b. Skilled at being able to prioritize.

- c. Focussed on targets and achievements.
- d. A high sense of accountability for targets and areas of responsibility.
- e. Stress resilient and able to deal with stress in a professional way.
- f. A friendly and open attitude with good customer service and communication skills.
- g. A passion and interest in the job.
- h. Critical assessment of own performance aimed to always learn and improve.

STATEMENT OF WRITTEN PARTICULARS

GENERAL

- Commencement of Work: 07.03.2016 or as soon as possible after

- Finish of Work: Candidates would start with a 4 week trial contract, which would be extended for another 5 months if both parties are happy with the agreement and functioning of both sides. At the end of these 9 months, the objective, all going well, would be to extend the contract longer term.

- Hours of work: Normal working hours will be Monday – Friday 10:00 – 20:00 with a lunch break 14.00 – 15:00. The candidate would have one afternoon off on either Wednesdays or Thursdays. If the candidate covered for another position outside of their normal working hours or at the weekend, they would take some extra time off as soon as possible after that (usually the week after) to compensate (never during class times however). When running a school group, the candidate's timetable would be much more intense and depending on the programme of the group, we would aim to give the candidate some extra time off.

- Holidays: It should be noted that because Spark is a provider of an educational service for foreign students who pay per week, we are open and working on most local and national Spanish holidays. In order to compensate for the national holidays worked, candidates working a full year (12 months) would get 5 weeks of holiday. Three weeks would be taken in the Christmas period, another week during high season (July – September) and one during low season OR two weeks during low season. The set holidays are outlined below but can be changed if agreed with SparkDEP in advance in case of any changes due to departmental needs (such as school group visits or busy enrolment periods), to not jeopardise the running of any of the departments and responsibilities of the candidate and in order to coordinate holidays between all members of staff.
 - Saturday 6th August 2016 – Sunday 14 August 2016
 - 3 weeks during Christmas (dates to be confirmed by DPE).Days that Spark is closed and are therefore extra days off are:
 - Easter Friday: Friday 25th March 2016
 - Día de trabajo: Monday 2nd May 2016



Application procedure

All candidates wishing to be considered for the position are invited to apply by filling in our online application form:

http://sparklanguages.formstack.com/forms/spark_application, making sure to indicate you wish to apply for the position of “Spark Spanish client attention Junior”.

We strongly recommend that you submit your application in Spanish and not in English. Candidates submitting it in English will not have an advantage over those submitting it in Spanish and we know from experience that an application in one’s native language is generally stronger than in a second language.