Job Description

Homestays Administrator

Post:	Homestays Administrator
Responsible to:	Operations Director
Status:	Fixed term contract for 9 months with probationary period of two months Possibility of transferring to permanent contract at the end of 9 months.
Responsible to:	Operations Director
Working hours:	22½ hours per week (0.6 FTE) - worked across 5 days per week (4½ hours per day)
Flexible working:	This post is eligible for time off in lieu (TOIL) for evening, weekend and any out of office hours.
Salary:	£24,000 - £30,000 pro rata - starting salary depends on experience.
Annual Leave:	25 days annual leave p.a. + Bank (public) Holidays. Three days leave should be taken over the Christmas period. Additional leave is awarded for long service.
Benefits:	Pension scheme with employer pension contribution, health plan with options to add family members, death in service insurance cover, reductions for family on overseas programmes.
Location/s:	EIL UK Offices at 17 Graham Road, Malvern. For this role, the post-holder needs to live within 1 hour of the EIL offices. Occasional travel to other locations as required.
Key relationships:	The post-holder is based in the Programmes Team but works with staff and volunteers across the organisation to champion hosting and improve the homestay experience so that it enriches the lives of everyone involved.

Key responsibilities

1. Nourish the team's relationship with hosts and participants
2. Sign up hosts to deliver the charity's programmes
3. Organise and coordinate EIL's Homestay Programmes
4. Instil a culture of care and safety across all homestays and help everyone stay safe and well
5. Lead on the management of homestay data and maintain accurate hosting records
6. Continuously improve the quality of homestays

Support for EIL UK and the wider team

- Commitment to the aims and values of the organisation
- Champion hosts and homestays through stories in newsletters, blogs and social media
- Support and collaborate with colleagues and participate in team events and meetings
- Contribute to charity-wide initiatives, time and workload permitting
- Able to maintain confidentiality at all times

Main Duties

1. Ensure the relationship between the EIL team and hosts is nourished, builds loyalty and increases enjoyment for all involved in homestays

- Adopt a customer-centric approach to signing up hosts and the delivery of homestays
- Champion homestays and demonstrate how they enrich lives and achieve other outcomes
- Identify and secure feedback and stories that demonstrate the impacts of homestays
- Be a voice for hosts and promote a clear, caring and consistent approach to EIL's host engagement

2. Sign up hosts to deliver the charity's programmes

- Collaborate with the wider team to promote hosting and opportunities to host
- Maintain regular contact with hosts and sign them up to deliver homestays for EIL programmes
- Develop and support host capacity and confidence to continuously advance good hosting practices

3. Organise and coordinate EIL's Homestays Programmes

- Organise and coordinate the smooth delivery of Homestay Programmes to achieve outcomes
- Lead on the delivery and development of individual and group homestays
- Lead on the delivery and development of the HOST UK programme from the registration of subscribing institutions through to securing feedback from students and volunteer hosts
- Collaborate with the team to improve programme quality and develop and incubate new programmes involving homestays
- Seek ways to support the organisation's commitment to diversity, inclusion and equity

4. Instil a culture of care and safety and advance good practice in safeguarding

- Promote and instil a culture of care and safety across all homestays
- Advance good practice in safeguarding for homestays
- Maintain up-to-date knowledge of current safeguarding policies, procedures and practices

5. Lead on the management of high-quality homestay data

- Maintain accurate hosting records including host, participant, partner and programme data
- Ensure data is managed in ways that are compliant - accurate, complete and up to date
- Analyse feedback to identify and implement existing good practice and improvements
- Monitor and evaluate programmes, analyse data and compile reports on homestays

6. Continuously improve the quality of homestays

- Develop and sustain positive working relationships with the team, hosts, coordinators and volunteers
- Collaborate with colleagues to ensure the customer-centric approach towards hosts is adopted across all EIL programmes and activities
- Monitor feedback and evaluate and report on programmes to inform improvements
- Contribute to the update and development of the policies and procedures that apply to homestays and safeguarding.

7. Other tasks

- Undertake training and personal development to support the role and meet the charity's needs
- Adhere to the charity's policies and procedures
- Keep up to date with developments across the international exchange sector
- Contribute to other charity activities, time and workload permitting
- Maintain confidentiality at all times
- Undertake other duties within the scope of this job description as required from time to time

Key competencies

The post holder needs to be a motivated, well-organised, proactive individual with the ability to form and sustain positive, professional and friendly relationships. Experience of project management, account management, customer relations or sales would be an advantage.

Technical Skills, Knowledge and Experience

You will need the commitment to fulfil both individual and team objectives and have:

- Excellent written and verbal communication skills – able to adapt and communicate effectively to engage people from diverse backgrounds and in different circumstances
- Strong advocacy and negotiation skills and the ability to assess information and identify solutions. A proven background in relationship, customer or stakeholder management
- Problem-solving skills with the ability to assess a situation and resolve issues early
- Experience of working well as part of a team and on own initiative
- Sound IT skills with experience of Microsoft Office and/or contact databases and familiarity with Outlook, Word and Excel.

Interpersonal skills and approach

- A warm, friendly and helpful manner - able to maintain professional approach
- Able to negotiate and motivate people to achieve shared goals
- Good organisational skills - methodical and organised, able to multi-task, plan and prioritise your workload, completing tasks quickly with accuracy and attention to detail
- Time management - able to prioritise your work to meet deadlines and achieve outcomes
- Able to work on own initiative and demonstrate a proactive approach
- A flexible and resourceful approach and ability to adapt to change
- A discrete and professional manner, able to maintain confidentiality
- Flexibility with a positive outlook and can-do attitude, adapts to change quickly
- Patient when communicating with those for whom English is not their first language
- Proficiency in languages other than English and experience of living abroad or working in different cultures are desirable.

This job description is not exhaustive and is open to review at any time.

Other requirements

<u>Willing to undertake training and development opportunities</u>

Training and development opportunities are identified in an individual Training & Development Plan. Staff are encouraged to undertake training and other development opportunities to further their knowledge and develop skills related to the post. Development opportunities may be internal or external courses, self-directed learning, or initiatives such as mentoring, continuing professional development (CPD) or subscriptions to professional bodies or journals. These may take place within or outside office hours.

Evening and weekend working

As this role involves occasional evening and weekend working, you must be willing to work outside of office hours (9am – 5:30pm) when required. Hours will be planned and agreed in advance. If additional hours are required outside normal office hours, the post-holder will qualify for TOIL (time off in lieu of time worked). This post is part of the duty rota for answering emergency calls from participants, hosts and coordinators outside office hours. The rota means that members of staff take it in turn to act as the first point of contact. Full training is provided.

Safeguarding Checks

As this role involves working with young people and vulnerable adults, you will be asked to complete an enhanced DBS check (PVG in Scotland) for which the charity will pay. The post-holder must be willing to undertake safeguarding training and responsibilities.

Commitment to equality and diversity

EIL UK values diversity and we are committed to providing employment and volunteering opportunities that value different cultures. As part of this commitment to equality and diversity, we ask all applicants to complete a Diversity Questionnaire as part of the application form. The questionnaire is detached from your application so that it is anonymous and does not form part of the selection, interview or appointment process. As you will see on the questionnaire, you can choose to opt out of disclosing some or all of the personal information. Every question answered helps us improve our organisation's commitment to being a workplace that values equality and diversity.

Convictions and cautions

You must tell us in your application if you have any convictions, bind-overs or cautions, even if they are spent under the Rehabilitation of Offenders Act 1974. Please note that disclosing a conviction does not necessarily bar you from appointment. All information disclosed is treated as confidential.
Risk assessments related to disclosures make use of the resources and guidance provided by NACRO: https://www.nacro.org.uk/nacro-services/advice/advice-for-employers/

Travel

It is desirable that the post holder has a current driving licence and own transport, insured for business use. If the post holder does not hold a current driving licence or have their own vehicle, they must be willing to travel on public transport. EIL provides expenses for travel and subsistence. Some travel abroad may be required. Travel to other sites for meetings or to assist with arrivals, departures or group visits may be required. Occasional overnight stays.

Right to work

All employers have to check that future employees have a legal right to work. You will need to provide two valid documents. Further information is available at: https://www.gov.uk/check-job-applicant-right-to-work

To apply

Applications are accepted on EIL's application form which can be downloaded from our website. Please send your completed application form to: study@eiluk.org

No CV's or agencies, thank you.

Deadline for the receipt of applications: 12.00 noon on Friday 23 October

Interviews will be held at the EIL UK offices in Malvern on Wednesday 28 and Thursday 29 October 2026