

## 2020年1-2月英中发展中心寒假剑桥游学项目工作招聘

职位：领队

汇报对象：

英中发展中心工作团队

工作类型：

全职，合同制

职位描述：

领队负责全程陪同参加游学项目的学生及老师以保证项目得以顺利进行。通过与英中发展中心工作团队、高级学术导师及其他学术导师的密切合作，领队负责保证所有参与项目的老师与学生的人身安全，并确保其在英国收获一份快乐积极的游学体验。

责任和义务：

项目运作和推进

- 参加项目介绍和培训环节
- 与项目中高级学术导师和其他学术导师密切合作，确保团队氛围积极友好
- 全程陪同学生与老师参加学术及社交活动、课程及游览项目等，并解决行程中遇到的问题
- 在游览各大旅行目的地时向学生提供必要的信息和讲解，讲解内容包括但不限于历史、艺术和建筑等,以助其更好地了解英国文化并获得良好的旅行体验
- 遇到问题时，与项目以外人员进行沟通以确保项目的顺利进行，包括警察、医疗机构及目的地相关工作人员等
- 在游学项目进行期间负责拍摄大量高质照片及视频以便在项目结束时与学生分享
- 负责保证参与项目所有师生的人身安全（包括夜间），在出现紧急情况时及时解决问题
- 及时向英中发展中心工作团队汇报项目最新进展，若有任何突发状况及计划变动要及时报告
- 监督并记录学生在所有活动中的出席情况（包括宵禁时间有无学生未及时返回宿舍）
- 与学生建立紧密友好的联系。做一个好的倾听者，认真聆听学生的反馈并成为学生值得信赖的好友，尽最大努力为学生提供一切帮助
- 执行项目运营手册中的其他准则

关键能力和特质

- 必须拥有在英国全职工作的合法资质
- 拥有丰富的导游经验和高超的团队领导能力
- 熟悉剑桥、牛津及伦敦各大景点以及位于这三座城市的其他关键地点
- 擅长展示并讲解各大游览景点
- 中英文流利
- 身体健康且积极、自信
- 拥有工作自主性；始终将学生放在首位，善于与人沟通并处理人际关系；拥有良好的应变能力及问题解决能力，在必要时冷静、成熟、客观地帮助客户/学生/老师等应对各类情况并解决各种问题

**薪酬：**根据工作经验基本薪资每天£80-100，项目顺利完成后有奖金，奖金额度与带队人数、天数及项目反馈相关。

## **Jan and Feb 2020 Educational Programmes Recruitment**

### **Residential Tour Leader - Job Description**

**Job Title:**

**Residential Tour Leader**

**Job Type:**

**Full-time, Contract**

**Reports to:**

**Partnerships and CUDC Operation Team**

**Job Description:**

Residential Tour Leaders are responsible for operating and delivering the education programme and accompanying students and teachers during the entire programme. They will provide full support to the Operation Team and working with Chief Academic Supervisors and Academic Supervisors closely to deliver the programme smoothly and safely that students have a happy and positive experience in the UK.

**Responsibilities and Duties:**

Programme Delivery and Operation

- Attend the compulsory briefing and training session
- Work in a team alongside Chief Academic Supervisors and Academic Supervisors, maintaining a dynamic and friendly environment for the team
- Accompany the group during all the scheduled activities, events, lectures, visits, etc., and solve problems when necessary
- Accompany the students to tourist attractions and offer specialist knowledge on subjects including but not limited to history, arts and architecture, helping them make the most of the experience
- Communicate with the appropriate persons in the destinations when needed, including the police, medical institution or tour destination officials
- Ensure sufficient videos and pictures are taken throughout the programme
- Solve any emergency issues and to ensure the safety of the students and visiting teachers, hereinafter referred to as the students, throughout the programme period, including night time
- Report progress and key changes, if any, to the Operation Team throughout the programme period
- Record and monitor student attendance and curfew
- Socialise and build positive relationships with students: be a good listener and a trusting friend to students. Constantly listen to students' feedback and provide support as much as possible

- Other responsibilities detailed in the operation guideline

#### Essential Qualifications and Characteristics

- Must be eligible to live and work FULL TIME in the UK
- Experienced in guiding tours and groups
- Familiar with locations in Cambridge, Oxford and London
- Experienced in showing and illustrating the sightseeing points
- Be fluent in both Mandarin and English
- Be healthy with lots of energy and confidence
- Be able to work effectively without supervision, possess a calm 'student focused' manner, and have excellent interpersonal and problem-solving skills like assisting clients/students/teachers with all types of situations which may arise on a tour, and we expect that you have the ability to deal with all situations in a calm and mature manners

**Salary:** basic salary of £80-100 per day (depending on experiences), plus bonus upon completion of the programme. The bonus is related to the group size, length of the programme and feedback on your performance.