

Job Title: Airport Terminal Coordinator

Reports to: Airport Transfers Coordinator

Oxford Royale is seeking a small number of Airport Terminal Coordinators to work on-site at London Heathrow Airport on our Arrival and Departure days, providing outstanding and lasting first impressions and goodbyes to our international students and assisting them with logistics.

This role would particularly suit any member of Oxford Royale staff currently employed in a different role, available on the Arrival and Departure dates (listed below), and looking for additional hours of employment. *Applications are particularly welcome from Teaching and Administrative staff.* Alternatively, if you are not currently employed for this summer but are interested in the role, your application would be welcomed and reviewed.

Dates

We are seeking Terminal Coordinators available for all of the following (or as many of the following as possible).

Arrival Day 1	Sunday 30 June 2024
Departure Day 1	Saturday 13 July 2024
Arrival Day 2	Sunday 14 July 2024
Departure Day 2	Saturday 27 July 2024
Arrival Day 3	Sunday 28 July 2024
Departure Day 3	Saturday 10 August 2024

Responsibilities

- Act as Oxford Royale's lead representative at one of the four operational terminals at London Heathrow Airport.
- Coordinate the presence, work and breaks of a small team of Terminal Runners.
- *Arrival:* Meet and 'check in' international students in the Arrivals hall of London Heathrow, communicating movements of students to the Head Office team and keeping accurate records. Provide them with a colour-coded wristband and luggage tag corresponding with their destination campus.
- *Arrival:* Take over guardianship from airline representative(s) by providing ID verification and signing release forms where applicable.
- *Arrival:* Liaise with Oxford Royale Head Office colleagues to ensure accurate record keeping and a safe and supervised journey of our students to their respective colleges.
- *Arrival:* Coordinate the movements of students within your terminal and take primary responsibility for connecting them with their pre-booked transport (taxi, minibus or coach).
- *Departure:* Coordinate the collection of the students from their transport at your Heathrow terminal, register and assemble them in a safe location.

- *Departure:* assist students with check in process, filling in any guardianship release forms at airport terminal (based on airline regulations and needs of student).
- *Departure:* see students through security and communicate to Head Office that the student has left Oxford Royale's care.
- Communicating with immigration officers and airline officials when required.
- Representing Oxford Royale at all times in a friendly, welcoming and personable manner.
- Taking ownership of company property including banners and ensuring its safe return to HQ.

Timings

Hours at the airport will be approximately as follows:

- Arrivals: 6:30am until 5:00pm
- Departures: 5:30am until 4:30pm

Kindly note that, should any of our students' arrival or departure flights be delayed, the Airport Terminal Coordinator will be expected to stay on site to provide assistance and supervision if necessary and desired by the student/their parents.

Pay

Pay for this role is £175.00 per day

Expenses

Whilst working at the airport, staff will be entitled to an allowance for breakfast and lunch, as well as incidental expenses such as coffees etc as needed during the day.

Getting to and from the airport

As you will be carrying Oxford Royale equipment, including signage, banners and refreshments for students, Oxford Royale will arrange for your transport to and from the airport. Note that on arrival days, your return from the airport may be in student transportation.

Training

There will be a short training session for Terminal Coordinators which you will be required to attend prior to your first Arrival / Departure day. There will also be an online briefing session for all staff that will take place prior to each transfer weekend.

Click below to sign up

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For more information, please contact our Head Office Airport Transfers Coordinator, Gwen Rhys, on transfers@oxford-royale.co.uk