



### **Job description: Spark School group Chaperone**

- Job title:** Spark School group Chaperone
- Reporting to:** Director of Education. On occasions to General Manager
- Responsible for:** All Spark staff involved in school group
- Objective:** Overall responsible for school group programme, logistics and classes. It includes the following duties:
- Being in charge of group 24/7.
  - Picking group up upon arrival to Spain and dropping them off at airport at the end of their stay.
  - Teaching Spanish classes to a high standard and helping other teachers with their planning (if applicable).
  - Running all excursions and activities of the programme.
  - Communicating and coordinating with suppliers regarding booking and activities.
  - Dealing with welfare issues such as dietary issues, homesickness and medical issues.
  - Communicating any issues and problems to the Director of Studies to ensure adequate follow up and resolving of issues.
  - Communicating with homestay families in case of any problems.
  - Being guide on any excursions, showing students around, explaining about historical and cultural facts and getting them to complete worksheets.
  - Taking photos to serve as a memory for the students.
  - Maintaining a professional attitude towards the responsibilities, the students and teachers and Spark throughout.
  - Dealing with any emergencies when needed at any time during the group's stay.
- Accountability:** The candidate will be accountable for:
- Teacher, student and agent satisfaction with the programme, classes, activities, staff, lodging, language learned, meals and Spark in general.
  - Supplier satisfaction with communication and smooth running of the activities, timeliness and cooperation.
- Length of contract:** Depending on the length of the programme, normally between 4 - 7 days.
- Salary:** Depending on the length of the programme.
- Long term prospects:** Spark is looking to fill a year-round position of Spanish teacher + School Group Coordinator and this provides candidates with a great opportunity to prove themselves in this role to be considered for a long-term position.



### 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 with our eldest members in their 30s and the medium age being mid-20s. 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.

### Job Purpose

To be fully responsible for a school group programme: teach Spanish classes, lead excursions, look after student welfare, communicate with host families, liaise with the school teachers as well as with the Director of Education on any issues, attend emergency mobile phone for students and host families and delivering an energetic and fun programme to the students where students are motivated and inspired to improve and use their Spanish as much as possible at all times.

### General Overview of Position

This position allows the candidate to run a school group programme for a group of foreign students in which they are responsible for the group from the moment they arrive until after they leave. It offers an exciting possibility to combine teaching with being outdoors with the students, running excursions and activities and teaching them more about Spanish culture and history.

### What type of person are we looking for?

This position is especially suitable for a person who has recently graduated in a Spanish language teaching course or a similar degree. We are looking for a candidate with a genuine passion to succeed and develop professionally who would like to combine teaching Spanish with running active, engaging programmes for the students showing passion, energy and dedication to providing the students with a once in a lifetime opportunity.

The candidate should also have an interest in language learning and 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 who gets 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.

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

### But what makes the job interesting for me?

The chaperone position offers many interesting opportunities, including:

- **Responsibility levels:** being responsible for the running of the programme, students' safety and wellbeing.
- **Teaching:** although not all groups take Spanish classes, the majority do, which offers the candidate the opportunity to enhance their teaching skills with secondary (and occasionally primary) students.
- **Being outside:** the majority of the groups do various excursions during their time here, allowing the candidate to be out and about with the groups.
- **Rewarding experience:** working with young students in a fun and energetic environment can be extremely rewarding, when seeing them develop in their language skills, building a rapport with them, seeing their confidence grow and being a source of information and inspiration to the students.
- **Teamwork:** working together with passionate and supportive team members who are there to support, help and inspire when needed.

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

Of course, like any job, this position definitely has some downsides, especially with this position being one of high responsibility and workload:

- **Work hours:** these are never predictable, even if all goes well, days can be very, very long. In the case of issues, they can even be longer. Being responsible for a group of under-age students can bring many challenges and issues and doesn't often allow for a problem to be left until the day after.
- **Pressure:** this can be very high when dealing with demanding teachers, students who are far away from home, host families who might not be fulfilling all of their responsibilities and the Director pushing very hard to run a very high quality programme and remaining professional at all times.
- **Flexibility:** this is extremely important in running a school group programme, whether it is to come up with solutions or when problems arise in the middle of the night, the candidate must understand that flexibility will always be required.

### Core Job Tasks

The job would include a variety of tasks, the main ones of which are stated below:

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 and assisting with any bookings if needed.
    - 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 or their accommodation, 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. Be in charge of meal times, ensuring there is enough food for everybody, that the quality is good and that any diets are catered for. Help serve food if applicable and help with tidy up and dishes if needed.
  - h. Stick to the time table as much as possible and inform suppliers ahead of time if the group will be late or early to ensure that the booking can still go as planned.
- 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 as soon as possible 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, the chaperone during that time would also be required to stay and sleep in Spark or the same facilities as where the group is staying and to stay onsite with the group at all times.

## **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. Tour guide, group programme organizer or something similar.
  - c. Working alone and being responsible for completing important tasks with limited support or supervision.
  - d. Working in a fast moving environment where stress levels and responsibilities can at times be very high.
  - e. Experience working with primary and/or secondary age students.
  - f.
2. Preferred:
  - a. Experience of learning a foreign language and living abroad preferred.

### **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 payments (dealing with invoices, basic accounting and handling money).

### **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.
- i. An eye for detail.



### **Dates**

Dates depend on when groups are here which can be anytime from October to July. Some groups stay for just 4 days, other groups might stay for 7 days or even longer.

### **Application**

Please complete our application form online to confirm your interest: [www.sparklanguages.com/job-area](http://www.sparklanguages.com/job-area).

### **Wages**

The final wage depends on the length and intensity of the programme, the number of students and starting and ending times, and will be confirmed with the candidate when we know the full programme. Below is an indication of the wages which is in gross and includes any preparation time, meetings and set up before the arrival of the group.

4 day programme: €200 max

6 day programme: €250 max

### **Criminal background check**

As we are an educational company that works with children we take the safety of the students in our care serious and will require certain information in order to ensure that the staff working for us are capable of being responsible for children.

Any person contracted with us will be required to provide us with:

- Two references or referees that we can contact.
- A police or criminal background check gotten within the last two years. In Spain candidates must get a Certificado por Delitos de Naturaleza Sexual. In order to get this candidates must fill out a Modelo 790, pay the €3,70 in a bank, and either:
  1. Bring the document, proof of payment and original photo ID to their local 'gerencias territoriales del ministerio de justicia'.
  2. Send the document by post with the proof of payment and a notarized version of original photo ID

More information can be found [here](#).