



WELLINGTON COLLEGE
HANGZHOU

Job Description

Academy Officer

ABOUT US

We are Learners, Connectors and Changemakers

At Wellington College China, we offer a pioneering education to serve and help shape a better world. We inspire our children to be the best version of themselves, to take pride in where they come from and to be the change they wish to see in the world.

The Wellington College, United Kingdom (TWC)

Wellington College in England was founded by Queen Victoria in 1859 as a national monument to Britain's most renowned military figure, the Duke of Wellington. Over 160 years later, the College is one of the most respected schools in the United Kingdom and one of its greatest educational institutions – pioneering, innovating and transforming education for girls and boys.

Wellington College China (WCC)

Wellington College China is part of Wellington College Education, a global network of schools united by a 160-year history of excellence with roots in the UK. We operate premium international schools under the Wellington brand and bilingual schools under the Hiba brand. We currently have six campuses in four cities in China, including Tianjin, Shanghai, Hangzhou and Nantong, with a school soon to open in San Francisco as well. Together, our schools serve more than 5,000 pupils.

Guided by a shared vision of pioneering education to serve and help shape a better world, we are an inclusive community of unique individuals with passion, integrity and a commitment to our pupils and each other. Grounded in our five core values, we are a workplace where ideas are realised, bonds are forged and futures can be shaped together as one team, one family.

Kindness Responsibility Respect Courage Integrity

School introduction

The Wellington College Hangzhou campus opened in 2018, showcasing a world-class modern facility, educating pupils from age 2 to 18 years old. Our campus is home to three schools, creating a large and caring community which harnesses the diversity of both East and West cultures. Our schools are aligned using traditional Wellington Values to provide an education with academic excellence at its heart, complemented by the best pastoral care and a wide breadth of co-curricular opportunity.

Hiba Academy Hangzhou (Nursery) provides a bilingual Early Years learning environment, developing strong language and communication skills through internationally proven play-based activities.

Wellington College International Hangzhou consists of Primary and Senior Schools offering a uniquely British style curriculum delivering a world-class international education for children of expatriate families.

Hiba Academy Hangzhou is comprised of Primary and Senior Schools, bringing together the very best of Chinese and British education delivered through a bespoke bilingual learning environment.

Pupils from both the Senior Schools study IGCSE courses, which are globally renowned for quality, rigour and dependability.

Wellington College Hangzhou Sixth Form (WCCH SF) then offers a comprehensive A Level programme, Extended Project Qualification and individual career guidance resulting in a strong pathway to attend the best universities in the UK, USA and worldwide.

Working for Wellington College China

WCC is an inclusive community of unique individuals with passion, integrity and a commitment to each other. Grounded in the Wellington Values, we are a workplace where ideas are realised, bonds are forged and futures can be shaped together.

We empower our employees to grow, with a confidence that inspires our colleagues, opens new opportunities and adds real value to everything we do.

At Wellington, we are our people, and we pride ourselves on the care and opportunities we provide to our employees. Over 50% of our most senior leaders are promoted internally. We offer an exceptional range of learning and development opportunities. These include our internal and external coaching programmes, the WCC High Potential Leadership Programme and a wide range of academic and non-academic training courses designed to take employees through to middle leadership, senior leadership and beyond. To view our full directory of learning and development opportunities, please see the [WCC Course Directory](#).

Wellington College China has been awarded the HR Asia "Best Companies to Work For in Asia" award for four consecutive years, from 2020 to 2023.



Premium schools with small class sizes and generous non-contact time



Personalised professional development pathways



HR Asia's best company to work for in Asia 2020-2023



Generous salary and benefits

Role Description

JOB TITLE

Academy Officer

DEPARTMENT

Non-academic

LOCATION

Hangzhou

SUPERVISOR

Manager of Pupil Enrichment

OBJECTIVES

We are seeking an Academy Officer to provide support and offer academy services to pupils and parents at Wellington College Hangzhou. The Academy Officer will support the Academy Programme and liaise with Service, Finance and other departments to ensure that the daily academy courses run smoothly.

KEY RESPONSIBILITIES

- Manage registration preparation termly and update the list of pupils at any time and manage accurate data for registrants and attendance records.
- Maintain accurate data for system templates, registration numbers, attendance, calendar and schedule.
- Procurement of materials and processing invoices.
- Coordinate with teachers to ensure the timely distribution of learning materials and resources.
- Maintain polite and professional communication with parents via phone calls and emails in a timely manner.
- Daily email sending to related staff in a timely manner.
- Receive drop-in visitors and parents.
- Managing DingTalk groups and regularly sending course feedback to parents.
- Take photos and videos from the Academy and editing them.
- Managing customer service (surveys) termly and ensuring that all paperwork for the Academy is properly prepared, including but not limited to risk assessments and parental consent forms.
- Implement surveys to collect relevant data to enhance service quality and produce reports as required
- During the course period, check the quality of the classroom and handle emergencies.
- Pick up and drop off students and supervise the behaviour of students and vendors.
- Develop and implement strategies to improve student engagement and academic performance.
- Deal with Academy emergencies such as pupils' lateness, pupils' behaviour etc.
- Monitor and evaluate the effectiveness of the curriculum and make recommendations for improvements where necessary.
- Gather and analyse feedback from students, parents and teachers to improve academy services.
- Deal with Academy cancellations due to bad weather and illness and handle matters related to cancellations by the academy due to special circumstances, and record and process refund-related issues.
- Communicate with Finance and be responsible for the accuracy of the academy.
- Assist with summer camp registration and operation.
- Coordinate with external partners and organisations for student enrichment programs and activities.
- Provide support for students with special educational needs and liaise with relevant services and professionals.
- Implement and oversee health and safety compliance within the academy.
- Assist in the development and execution of marketing and promotional campaigns for the academy.
- Assist in the organisation of events involving the Academy.
- Support the line manager with projects and tasks when required.
- Other duties appropriate to the scope and grading of the post as may be required from time to time.

BASIC QUALIFICATION

- Bachelor's degree or above
- Education, English and Administration related subjects preferred
- Native Chinese speaker and fluent in English
- A minimum of one year of relevant experience or previous internship experience preferred

EXPERTISE

- Strong skills in Microsoft Office (Excel and PowerPoint) and Database systems
- Capability of working with different nationalities
- Strong attention to detail
- Capability of dealing with challenges
- Strong presentation and communication skills
- Ability to balance between a robust analytical capability and an interest in the creative process
- Experience in project management and event organisation is preferred

PREFERRED APTITUDES

- Cross-cultural working experience preferred
- Strong passion for the education industry
- Track record of strategic thinking and strong execution skills to achieve a good impact
- Attention to detail and striving for excellence
- Personal integrity, accountability and credibility

As an employer of choice, Wellington College China is committed to making professional learning and personal development central to its ethos and approach. WCC fully recognises its responsibilities for safeguarding children. Our safeguarding policy applies to all staff, governors and volunteers working in the Group.

Be You.
Be The Difference