



cactus

Learn a language your way!

Internship at Cactus Worldwide

Cactus Worldwide is a forward thinking, dynamic, international language training provider based in the beautiful and cultural city of Brighton in the South East of England. We have a professional, friendly team of around fifteen people working from our vibrant office space in Brighton.

An internship at Cactus offers versatility, responsibility, autonomy and practical on the job training. You will gain valuable experience of working in a UK business and learning a diverse range of business processes. Previous interns have made such a great impression they've been offered the opportunity to become an employee at Cactus!

You will need to be enthusiastic, adaptable and flexible with a hands-on approach to your work. If you have bags of initiative, lots of ideas and an eye for detail with an inquisitive mind, Cactus is the place for you!

Good spoken and written English as well as excellent communication skills are essential (Minimum CEFR Level B2/C1). Use of one other language is also preferable.

Possible Placements:

As an intern you could join one of our following departments:

- Customer Service
- Operations
- Sales
- Marketing

Customer Service

Foreign Language Evening Courses <http://www.languagecoursesuk.co.uk>

We are a busy company and our customers can be from anywhere in the world so an ability to communicate with people from different cultures and backgrounds is essential. We offer many different language learning solutions and this role would include supporting our customer service team. Overview of responsibilities:-

- Friendly, assertive communication with new & existing clients; identify their learning needs and offer suitable options
- Daily response to email, phone & online chat enquiries aiming to increase conversion and promote our courses



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- Daily processing of new orders, updating / cross checking information on the database
- Liaise with key contacts at our partner schools, advise of any changes to course schedule / attendance
- Assist the Language Courses Manager with ad-hoc tasks e.g Marketing promotions
- Daily use of Microsoft Office programs, Microsoft Outlook & our bespoke company database

Operations

Cactus works with a large number of freelance language teachers for our Foreign Language Evening courses as well as our Corporate Clients Private / Group Class Bookings. In this role you will provide support to the Operations Team with the day to day running of the department and in their communication with teachers. Overview of responsibilities:-

- Assist with teacher searches within and outside our database
- Communicate with teachers effectively by both email and telephone
- Screen Teachers CV's, setup interviews & update database
- Update social Media with News & Teaching Opportunities
- Assist the Head of Operations with ad-hoc tasks e.g Course Book ordering
- Daily use of Microsoft Office programs, Microsoft Outlook & our bespoke company database

Sales

Corporate Training <http://www.cactuslanguage.com>

Language Holidays <http://www.cactuslanguage.com>

Sales and great customer service are key to any business so if you are driven, hungry, want to develop your Sales skills and maximise opportunities, we want you! In this role you will support the Sales Team with the day to day running of the Department, help source new leads and convert sales enquires to actual confirmed bookings!

Overview of responsibilities:-

- Support Sales Team with daily admin tasks e.g responding & monitoring enquiries via email, phone & online chat, create bookings on database, promote our services, follow up with students / clients
- Sell language holidays and corporate language training to clients through a consultative approach



- Carry out prospecting searches to source new company contacts to generate potential leads for the Sales Team
- Liaise with key contacts at partner schools and accommodation providers to ensure client documents received / completed correctly
- Assist the Head of Sales with ad-hoc tasks e.g Marketing promotions
- Daily use of Microsoft Office programs, Microsoft Outlook & our bespoke company database and additional Sales Platforms

Marketing

If you are studying a Marketing related degree / course modules and have a keen interest / experience in Marketing, this internship could be for you!

We are looking for a creative individual who is able to understand a target audience and actively contribute to new campaign ideas.

Digital marketing experience is preferred along with knowledge of HTML, on-page SEO, social media campaigns, back-linking and content writing. An interest in joined-up, multi-channel, data driven approaches & strategies. Experience of using Wordpress or similar, InDesign, Photoshop, and Final Cut Pro is desirable.

Overview of responsibilities:-

- Performing competitors analysis and research on new partners
- Identifying relevant websites for backlinks and backlink building
- Creating blog posts and web pages that are content driven and fully optimized
- Managing social media platforms for teachers
- Supporting marketing team with campaign ideas and strategies
- Supporting marketing team with materials design and video creation

Summary

Every internship at Cactus is different. What you do at Cactus depends on the skills and experience you have.

We expect every intern to be prepared to help with any tasks required. We welcome a pro-active attitude, we like interns to put forward ideas and suggestions.

Some jobs may be repetitive, but if you show your ability to manage these tasks well, we will give you more exciting things to do. In return for your hard work, you gain invaluable experience of how a UK company works and useful office skills to take on to your future employment!

Should you have any specific requirements from your university, for example a report or project, we'll do our best to support and allow time for you to work on this.



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Requirements

We accept applicants who participate in the following EU programmes:-

- Erasmus
- Leonardo Da Vinci
- Youth In Action
- Comenius

We also accept applications from students wishing to take part in an internship as a requirement of their University Course. The application needs to be supported with documentation from the University.

The following requirements also apply:-

- A very good CEFR Level of English in all areas (C1 Advanced / B2 Upper Intermediate)
- Minimum internship 3 months; we welcome longer terms of 4, 5 or 6 months +

Financial

The internship is unpaid but we do offer the following attractive benefits:-

- Food Expenses – Up to £10.00 per working day
- Free Unlimited Bus Travel for the duration of your internship within the large Sussex Network Saver Area <https://www.smartbuses.co.uk/smart-card/>

How to apply

Please email your CV and a brief personal summary to Kelly-Marie Bittles, Office Co-ordinator at recruitment@cactusworldwide.com

We will respond to every application personally so good luck and we look forward to hearing from you!

The Cactus Team