

Welfare Leader

Position	Welfare Leader
Reporting to	Welfare Manager
Team Management	Part of the Welfare Team
Last review of job description	November 2022
Suitable for remote working?	0%
Suitable for Core Hours?	No

British Study Centres Young Learners (BSC YL) runs English summer courses in the United Kingdom, Ireland, France and Malta for International students aged 8-17. There are multiple positions available in various locations during June, July and August. Welfare Leader positions are residential at all centres. There are non-residential Activity Leader positions available at King's College and Dublin. For full details of our centres, please see our website: <https://www.british-study.com/en/learners/young-learners/>

Purpose of the role

The Welfare Leader (WL) is responsible for providing pastoral care for every student and supporting the Welfare Manager (WM) to ensure that all BSC YL safeguarding provisions are followed. The Welfare Leader plays a key role in ensuring students experience a safe and enjoyable stay at our Young Learners centres.

Main Duties & Responsibilities

House Duties & Pastoral Care

- Be responsible for student welfare.
- Ensure high standards of student behaviour.
- Ensure each student's dietary/religious needs are met.
- Perform all residential duties in a professional manner.
- Monitor students' regular medication requirements.
- Be responsible for unwell students and maintain medical records.
- Maintain high level of tidiness and liaise with Housekeeping as necessary.
- Support the Welfare Manager to manage the laundry system.
- Report any disciplinary issues to the Centre Manager and Welfare Manager.
- Act as a welfare point of contact for individual students.
- Communicate any welfare concerns to the Welfare Manager.
- Help students settle into life in the centre and the UK, ensuring that they have the correct information regarding personal safety, centre rules and UK Law.
- Support the Welfare Manager during student induction, orientation and creating Welcome Packs (ensuring that each student has a fully completed ID card and a wristband).
- Support the Welfare Manager to record accidents, issues or incidents and note action taken relating to student welfare.
- Carry out meal time, free time and night time supervision duties as required.
- Check for student absences from classes by doing classroom checks and following up on absences.
- To monitor and supervise the centre sickbay when it is occupied.

- Assist the Welfare Manager to ensure that residences are cleaned and maintained to a high standard at all times.
- Be a role model for International students.

Centre

- Work with Centre Manager, Welfare Manager and Centre Administrator to ensure smooth running of Houses.
- Assist CM and WM on arrival and departure days.
- Assist CM and WM with rooming allocations.
- Assist CM and WM with leading and recording fire drills.
- Ensure all information on emergencies/fire drills/Health & Safety is displayed correctly and clearly.
- Respond to all requests/correspondence from Management in a timely fashion.
- Inform CM of any issues/incidents immediately.
- Be aware of all BSC YL regulations and procedures.
- Actively encourage participation whilst hosting Student journey questionnaires.

Social Programme

- Participate in activities enthusiastically as per timetable.
- Encourage all students to participate fully in the activity programme.
- Attend and participate in activity team meetings.
- Accompany and fully supervise students on excursions.
- Be familiar with excursion destination and itinerary.
- Ensure safety of students at all times.
- Attend and participate in pre-excursion briefings.
- Cover assigned social programme duties of 'off-duty' Activity Leaders.

Transfers

- Carry out duties associated with the transfer of students on arrival and departure days as required by the Centre Manager.

Child Protection and Safeguarding

- To promote and safeguard the welfare of children and young persons you are responsible for and come into contact with.
- To adhere to the BSC Young Learners Child Protection and Safeguarding Policy.
- Ensure student ratios are maintained in accordance with site rules BSC Young Learners Child Protection and Safeguarding Policy.
- Complete online Safeguarding for Young Learners (Level 1) before arrival and complete an in-person refresher during on-site induction.

Other

In addition to the above, Welfare Leaders are required to:

- Work positively as part of a team.
- Demonstrate a positive attitude.
- Attend and participate in all centre team meetings.
- Act according to accepted professional standards at all times.
- Act in the welfare of the students at all times.
- Comply with centre and BSC YL rules and regulations.
- To carry out any duties as may be reasonably assigned by the Centre or Welfare Manager.

****If your interview is successful, you will be invited to attend one of BSC YL's 'Assessment Days' for Activity and Welfare Leaders in which you will have a chance to meet other prospective candidates, ask questions about what to expect and gain more insight into how the centres work.***

Requirements

Essential

- Native or near native English-speaking skills
- Experience of working in residential summer centres
- Experience of working with children/teenagers
- Pastoral duties experience
- Excellent organisational skills
- Flexibility and approachability
- Ability to remain calm under pressure
- Excellent communication skills
- Enthusiasm for summer school life
- Right to work in the UK, France, Malta and/or Ireland (depending on the respective centre)

Desirable

- Current valid First Aid certificate
- Previous Child Protection and Safeguarding training
- Recognised qualification in sports coaching, lifeguarding, dance instruction etc

Conditions

- Competitive weekly salary which is dependent on experience. Pay scale available on request.
- All accommodation and board is provided.
- This post is offered on a residential basis. Working hours may be unsociable due to evening activities, night duty and the times of student arrivals and departures.
- Activity Leaders and Welfare Leaders are provided with two BSC YL t-shirts or polo shirts. Uniform is compulsory when on duty.
- There is at least one full day off per week. (To be agreed CM at the centre)
- All references will be followed up and all gaps in CVs must be explained satisfactorily.

- Reference requests will ask specifically whether there is any reason that they should not be employed in situations where they have responsibility for, or substantial access to, persons under 18.
- Criminal background checks in the form of a DBS (Disclosure & Barring Service) for UK residents, Garda Vetting for Irish residents, PVG for Scotland, 'Certificate of Good conduct' for France, 'Conduct Certificate' Malta as well as a police check from your country of residence (if not a UK or Irish resident) will be requested.
- Proof of identity and qualifications will be required. Only those with the right to work in the UK, Ireland, France or Malta are eligible for any BSC YL position.
- Team employees should provide evidence of being double vaccinated against COVID19. Failing this, a thorough Covid19 risk assessment and safety protocols will need to be followed at the centre where any contracts are offered.

Values

Aim Higher:	We proactively make suggestions and solutions for challenges and opportunities.
Collaborate:	We are team players -we treat everyone with respect and understand that we succeed collectively, not as individuals.
Communicate:	We communicate in a timely way with clarity, respect and transparency.
Customer Focus:	We seek to provide consistent high-quality experiences that customers will remember.
Employee Focus:	We seek to reward and recognise excellence and innovation within our employees.