

Welfare Manager

Position	Welfare Manager
Reporting to	Centre Manager
Team Management	Welfare Leaders
Last review of job description	November 2021
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 Welfare Manager positions available in various locations during June, July and August. Welfare Manager positions are residential. For full details of our centres, please see our website: <https://www.british-study.com/en/learners/young-learners/>

Purpose of the role

In liaison with the Centre Manager (CM), the Welfare Manager (WM) is responsible for the safeguarding and welfare of all students at British Study Centres Young Learners (BSC YL). To line manage and support all Welfare Leaders (WL) to ensure that students receive appropriate pastoral care and supervision whilst studying on our Young Learners courses.

Main Duties & Responsibilities

Welfare

- Be responsible for student welfare throughout the summer.
- Ensure students are aware of BSC YL Covid 19 procedures and monitor throughout the summer.
- Support the Centre Manager to carry out student inductions and orientations, ensuring that each student has an ID card or wristband.
- Help students settle into life in the centre and the UK, ensuring they have information regarding personal safety, centre rules and British law.
- Ensure high standards of student behaviour are maintained.
- Ensure that student record forms are completed accurately and stored securely.
- Carry out all on-site risk assessments as required.
- Monitor students' regular medical requirements.
- Be responsible for unwell students and maintain medical records.
- Maintain high level of tidiness and liaise with Housekeeping as necessary.
- Manage the laundry system.
- Record accidents, issues or incidents and note action taken relating to student welfare.
- Ensure that each student's cultural, religious and dietary needs are met and respected by liaising with the Centre Manager, catering and other college staff.
- Liaise with IGL's informally and during scheduled meetings to promote student welfare.
- Produce and maintain student registers for wake up, meal times and 'lights out.'

Centre and Head Office

- Ensure the smooth running of Student Houses.
- Assist the CM to manage arrival and departure days.
- Ensure regular fire drills are carried out and conducted effectively and records are kept.
- Liaise closely with the Academic Manager and Activities Manager to follow up on student absences.
- Ensure information regarding fire, medical and other health and safety issues is displayed in classrooms, residences, Welfare Room and common areas.
- Respond to all requests/correspondence from HO in a timely and efficient fashion.
- Inform CM of any student issues/incidents immediately.
- Collect and review student journey questionnaires, taking remedial action in consultation with the management team.
- Review student and Group Leader registration forms and questionnaires for welfare related issues and actively seek to resolve any problems highlighted.
- Adhere to and comply with BSC YL student disciplinary procedure and 3 strike policy.
- At the end of the course, provide a summary report for Head Office.
- Be aware of all BSC YL regulations and procedures.

Welfare Team Management

- Induct Welfare Leaders and brief them of their responsibilities, then lead and support them throughout the duration of the centre.
- Allocate Welfare Leaders to student houses and dining tables to adhere to BSC YL Covid 19 Safeguarding procedures.
- Ensure the Welfare Team adhere to social distancing requirements.
- Update and maintain student house files.
- Liaise with WLs to find appropriate solutions to students' problems.
- Assist WLs where necessary in ensuring students are in accommodation in time for meetings.
- Lead Welfare Team meetings and ensure that minutes are taken.
- Lead the completion of the Student journey questionnaires.
- Observe WLs and provide constructive feedback on their welfare duties.
- Complete honest and accurate Welfare Team Appraisals.
- Cover the duties of WLs where necessary.

Accommodation

- Allocate students to accommodation houses and rooms, arrange any student moves, after consultation with the CM.
- Liaise with housekeeping to ensure that residences are cleaned and maintained to a high standard at all times.
- Undertake regular room inspections to ensure that damage is kept to a minimum and all damages are reported, investigated and followed up.
- Ensure that all health and safety notices and other student information are displayed (and continue to be displayed) in student accommodation.

Social

- Collaborate with the Activities Manager to rota Welfare Leaders on activity shifts.

- Motivate Welfare Leaders to participate in activities enthusiastically as per timetable.
- Encourage all students to participate fully in the activity programme.
- Ensure that all Activities have completed risk assessments.
- Attend and participate in activity team meetings.
- Be familiar with excursion destination and itinerary.
- Attend and participate in pre-excursion briefings.

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.
- Act as the centres Designated Safeguarding Officer (DSO) whilst assisting the Designated Safeguarding Person (DSP) with any student welfare issues.
- Provide safety and welfare assistance to all students.
- Be fully versed with BSC's Safe Charter and English UK Covid 19 Secure Guidance.

Other

In addition to the above, all Welfare Managers 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.
- Attend pre-course training induction to meet staff from their own and other centres and to be briefed fully on all aspects of working at a BSC YL summer school.
- To carry out any duties as may be reasonably assigned by the Centre Manager.

****If your interview is successful, you will be asked to complete a series of tasks within a set amount of time, similar to those which you would complete on a daily and/or weekly basis, to ensure you are able to manage the workload involved in holding the position.***

Requirements

Essential

- Native or near native English skills
- Experience of working in residential summer centres
- Experience of working with children/teenagers
- Excellent organisational skills
- Flexibility and approachability
- Ability to remain calm under pressure
- Excellent communication skills
- Efficiency using Microsoft office

- Right to work in the UK and/or Ireland
- Have a good local knowledge of the respective course town

Desirable

- Educated to Degree Level
- Current valid First Aid certificate
- Previous Safeguarding and Child Protection training
- Previous YL Management experience

Conditions

- Competitive weekly salary depending on qualifications, experience and centre size. Pay scale available on request.
- Accommodation (where applicable) and meals are 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.
- BSC YL Managers adopt a smart, casual dress policy. BSC YL lanyards are to be worn at all times. Welfare Managers must ensure that Welfare Leaders remain in BSC YL uniform when on duty.
- There is at least one full day off per week. (To be agreed with the CM at the centre.)
- All references will be followed up and all gaps in CVs must be explained satisfactorily.
- 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.