

International House London – Young Learners Job Description 2019

This job description summarises the purpose of the job and lists its key tasks. It is not a definitive list of all tasks to be undertaken as those can be varied from time to time at the discretion of the Centre Manager and/or Young Learners Management.

POST TITLE	House Supervisor (RESIDENTIAL)
LOCATIONS	<ul style="list-style-type: none">• International House Oxford, St Edward's School, Woodstock Road, OX2 7NN• International House Ellesmere, Ellesmere College, Shropshire, SY12 9AB
SALARY	From £340 to £360 per week (12.07% holiday pay included) Plus £80 for attending a 2 day induction programme
DATES	Oxford: from 8th July to 15th August Ellesmere: from 8th July to 15th August
CONTRACT	From 2 to 5 weeks Hours of Work: You are required to work such hours as are reasonably required to carry out your role effectively. Your normal hours of work are 48 per week over a six-day week. This position involves working on weekends and other unsocial hours. You may be required to work in excess of 48 hours per week and therefore will be required to opt-out of the European Working Time Regulations.
REPORTING TO	Welfare Manager
PURPOSE OF JOB	To supervise, co-ordinate and manage international Young Learner students in an onsite residence. To ensure the effective provision and delivery of pastoral care in line with International House policies to guarantee the safety and welfare of students remains paramount at all times.



Job Description – House Supervisor

The role of House Supervisor is one of high responsibility directly concerned with the welfare and enjoyment of our Young Learner students. As a House Supervisor you will be required to supervise student accommodation.

The ideal House Supervisor will be highly attentive and have a keen sense of organisation in their approach to welfare issues. They will have the ability to provide care and supervision for their students whilst maintaining discipline and ensuring safety and welfare standards are met at all times.

The role of House Supervisor is not restricted to safety and welfare and at International House we expect all of our staff to fully engage in all aspects of the programme to ensure the maximum enjoyment and safety of students whilst participating in our Young Learner course.

Main Responsibilities and Tasks:

Training, Health and Safety and Safeguarding

- To attend an induction period prior to the opening of the centre and to have read and be fully conversant with the staff manuals, policies and procedures attached to this role.
- Take part in all Health and Safety related training.
- Take part in all Safeguarding and PREVENT training.
- Consult the risk assessments regarding to the role.
- Carry out risk assessments as directed.

Welfare Responsibilities

- To manage the student accommodation allocated to you, ensuring it is a welcoming and functioning environment.
- Assisting the Welfare Manager in the allocation of students to their rooms.
- Ensuring that prior to student arrival that all accommodation and rooms are checked thoroughly and that any damage is noted and reported to Welfare Manager.
- To remain on site and in the designated student accommodation at all times when on House Supervisor duty. (Failure to do so is a case of gross misconduct and will result in instant dismissal)
- To plan, prepare and conduct daily house meetings with all students under your care ensuring that students receive all relevant and necessarily information for their next days on campus.
- To ensure all students go to bed at the correct time and that order is kept across the accommodation during lights out.
- To ensure that your accommodation is a safe and secure environment.
- To assist students in wake up, being on time for meals, lessons, activities, excursions etc and ensure that all students are off their beds and heading to lessons/excursions each day.
- To assist students in aspects of personal hygiene including laundry – ensuring students have a sufficient amount of clean clothes for their stay at International House London.
- To undertake the cleaning and maintenance of your student accommodation as required.
- To assist in making arrangements to benefit students who are unwell, homesick or otherwise inconvenienced.

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- To report to the Welfare Manager daily regarding the previous night activities.
 - Deal with all arrivals and departures in the house, including dealing with medical and student information forms, student ID cards, and collecting students' passports and other valuables which will need to be kept in the office for safe keeping.
 - Provide care and counselling and support students through any difficulties they should have while on a young learner programme.
 - Coordinate, with other residential members of staff, an adequate wake up and bedtime rota, ensuring maximum safety at all time.
 - In liaison with Welfare Manager and the host school, coordinate a fire drill at the beginning of each new course.

Transfer Responsibilities

- Carry out duties associated with the transfer of students on arrival and departure days as required by the Welfare Manager, such as tours of the site, airport runs and registration

Other responsibilities

- To live onsite from three days prior to the start of the course and until the end of the last contracted day.
- To carry out all tasks concerned with the setting up, running and closing down of the centre.
- To be the face of International House London with regard to customer service and handle any complaints, suggestions or concerns from students and Group Leaders in a professional manner, ensuring that the appropriate IH London staff members are informed.
- To attend all staff meetings as instructed by the management team.

International House London Expectations of All Staff

- To consistently ensure the welfare of our students remains paramount.
- To be fully engaged in the nature of the Young Learner programme.
- To actively discourage students from engaging in improper behaviour, including sexual liaisons, bullying, rowdiness or any other activity which could be of harm to other students or bring IH London or our host providers into disrepute.
- To ensure proper discipline is maintained throughout the programme.
- To act in a professional manner with all IH London agents, clients, and staff and not to engage in any activity that may bring IH London or the host provider into disrepute.
- To assist all students, Group Leaders and agents to derive the maximum benefit from the course.
- To respect the property and equipment of IH London and the host provider maintaining security and avoiding loss and /or damages in the student accommodation.
- To dress in a manner commensurate with the demands of the position: smart casual for teaching, IH London uniform for activities and excursions. Any uniform supplied by IH is to be returned at the end of employment.
- To read and be fully conversant with all documentation and manuals relating to the role and all pertinent British Council requirements prior to the start of employment.
- To carry out any duties as may be reasonably assigned by the Head of Young Learners.

Person Specification

	Essential	Desirable
Education	<ul style="list-style-type: none"> • Educated to GCSE standard 5 A*-C grades (including English and Maths) or equivalent. • Native English Speaker or native English level speaker • Good knowledge of sports, arts and crafts, student activities • A good understanding of children's welfare 	<ul style="list-style-type: none"> • Pastoral or psychology qualification • Counselling • Safeguarding qualification
Experience	<ul style="list-style-type: none"> • Residential/Pastoral experience • Younger learner experience 	<ul style="list-style-type: none"> • Boarding School Experience • Similar summer programme experience • Working with mixed nationality students
Personal Skills	<ul style="list-style-type: none"> • Excellent interpersonal skills with a client focused approach • Ability to work flexibly and as part of a team • Ability to work under pressure and to deadlines • Good time management and organisational skills • Good IT skills • Confidence to take initiative and work autonomously • Commitment to providing a quality service to clients 	<ul style="list-style-type: none"> • Ability to speak other languages
Special Requirements	<ul style="list-style-type: none"> • Satisfactory DBS check 	<ul style="list-style-type: none"> • First Aid qualified

International House London is committed to the safeguarding and promoting the welfare of all Young Learners participating in our course. Please note that if you are successful at the interview stage all offers are subject to two references, a Disclosure and Barring Service Check and Police Check (if living abroad) that are considered satisfactory to IH London.

Job Description correct as of November 2018.