

## 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.

<b>POST TITLE</b>	Welfare Manager ( <b>RESIDENTIAL</b> )
<b>LOCATIONS</b>	<ul style="list-style-type: none"> <li>• International House Oxford, St Edward’s School, Woodstock Road, OX2 7NN</li> <li>• International House Ellesmere, Ellesmere College, Shropshire, SY12 9AB</li> <li>• International House Moulton, Moulton College, Northamptonshire NN3 7RR</li> <li>• International House Newbattle, Newbattle Abbey College, Newbattle Road, Dalkeith, Midlothian, EH22 3LL</li> </ul>
<b>DATES</b>	<p>Oxford: from 4<sup>th</sup> July to 15<sup>th</sup> August          Ellesmere: from 4<sup>th</sup> July to 15<sup>th</sup> August          Moulton College: from 28<sup>th</sup> June to 15<sup>th</sup> August          Newbattle: from 25<sup>th</sup> June to 12<sup>th</sup> August</p>
<b>SALARY</b>	<p>From £450 to £500 per week (plus 12.07% holiday pay)</p> <p>Plus £200 per day for attending a 5 day induction programme</p>
<b>CONTRACT</b>	<p>From 5 to 6 weeks depending on locations</p> <p><b>Hours of Work:</b> 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.</p>
<b>REPORTING TO</b>	Young Learners Centre Manager
<b>PURPOSE OF JOB</b>	In liaison with the Centre Manager to be responsible for and oversea the welfare of all students. To lead and support all House Supervisors in ensuring students receive appropriate care and supervision whilst partaking in our Young Learners programme.



## **Job Description – Welfare Manager**

The role of Welfare Manager is one of high responsibility directly concerned with the welfare of our Young Learners as well as the training, support and management of all House Supervisors and staff assigned to welfare and pastoral duties.

This role requires the Welfare Manager to take overall responsibility for the welfare provisions at IH Young Learner Centres as discussed by the Head of Young Learners and outlined in the manual attached to this role.

The Welfare Manager plays a key role in ensuring students, Group Leaders and International House staff experience a safe and enjoyable stay at our Young Learners centres. They are instrumental in implementing student welfare policies and ensuring compliance amongst other members of staff, Group Leaders and any visitors to the centre.

The ideal Welfare Manager will be highly organised and conscientious in their approach to welfare issues and must adhere to International House's Safeguarding Policy and British Council requirements at all times.

### **Main Responsibilities and Tasks:**

#### **Training, Staff Induction and Centre Preparation**

- 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, and that of your team.
- Deliver staff induction for your team and also a full staff welfare induction in conjunction with the Centre Manager to ensure all staff are aware of and understand safeguarding, PREVENT and the centres emergency procedures.
- To carry out all tasks concerned with the setting up and administration attached to this role as advised by the Centre Manager.

#### **Welfare Responsibilities**

- To deal with and be responsible for the individual welfare needs of all students participating in our Young Learners programme.
- To act as the first point of contact for students who have welfare or safeguarding issues. Involving being on call for any welfare problems.
- Organising student induction, orientation and Welcome Packs (ensuring that each student has a fully completed ID card and a wristband)
- 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.
- Ensure that student Medical Forms are completed accurately and are stored securely in line with UK Data Protection Law.
- Ensure that each student's cultural, religious and dietary needs are met and respected by communicating such needs to the Centre Manager, Host Centre representatives and other IH London staff.
- Record accidents, issues or incidents and note action taken relating to student welfare.

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- Ensure that health and safety notices and other student information is correctly displayed in student accommodation and is regularly updated working with House Supervisors, Activity Leaders and the Activity Manager.
  - Ensure information regarding fire, medical and child protection issues are displayed in classrooms, accommodation and across the centre.
  - Liaise with the Centre Manager and Host Centre representative to ensure regular fire drills are conducted in the accommodation and other areas of the centre.
  - 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 any absences.
  - Listen and field any student concerns as required.
  - Accompany students to local doctors, dentists or hospital when required.
  - To monitor and supervise the centre sickbay when it is occupied.
  - To communicate any welfare concerns to the Centre Manager.

### **Staff Management**

- To brief House Supervisors of their responsibilities and then both lead and support them throughout the duration of the centre.
- To work with the Centre Manager in ensuring that the House Supervisor rota is adequate for the needs of the centre.
- To liaise with House Supervisors to find appropriate solutions to students' problems.
- To assist House Supervisors where necessary in ensuring students are in their accommodation in time for house meetings.
- To ensure that a deputy is briefed and appraised of all necessary information.

### **Accommodation Responsibilities**

- To be responsible for allocating students to accommodation houses and rooms, and arranging any student moves, after consultation with the Centre Manager.
- Liaise with housekeeping and accommodation staff to ensure that residences are cleaned and maintained to a high standard at all times.
- To undertake regular checks of the accommodation to ensure that damage is kept to a minimum and all damages are reported, investigated and followed up.
- To report, investigate and follow up any issues within the accommodation (such as hot water problems, etc.)

### **Transfers Responsibilities**

- To ensure that all House Supervisors are aware of the transfer schedule and the arrival / departure times of their students and that these are communicated to the students in a clear and timely manner.
- To assist the Centre Manager in the management of the transfer schedule especially relating to the House Supervisor duties during transfer days, so as to ensure that appropriate coverage in the houses is provided throughout the day.

### **Other Responsibilities**

- To cover for a House Supervisors if necessary

- To deputise for the Centre Manager as required
- To host the centre emergency telephone as required
- To take an active role in the promoting the activity programme by visiting classes etc.
- Attend and lead staff meeting as required.
- To submit staff reports and feedback at the end of the centre to the Young Learners Operations Coordinator.

### **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 London 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"> <li>• Educated to A Level Standard or equivalent</li> <li>• Native English Speaker or of an excellent level of spoken and Written English (IELTS 8.0)</li> <li>• Computer literate with focus on Microsoft Word, Outlook and Excel</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to Degree Level</li> <li>• NVQ (National Vocational Qualification) or equivalent in a relevant discipline</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience working with children.</li> <li>• Pastoral duties experience.</li> <li>• People management.</li> <li>• Experience working in a residential environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Management position on similar YL courses.</li> </ul>



	<ul style="list-style-type: none"> <li>• Experience working with foreign students.</li> </ul>	
Personal Skills	<ul style="list-style-type: none"> <li>• Good communication skills.</li> <li>• Ability to both lead and work as part of a team.</li> <li>• Ability to work under pressure and to deadlines.</li> <li>• Good time management.</li> <li>• Good organisational skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to speak other languages.</li> </ul>
Special Requirements	<ul style="list-style-type: none"> <li>• Satisfactory DBS/Police Check</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid qualified</li> <li>• Child protection training</li> <li>• Driving License</li> </ul>

**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.**