

## What is the role of the 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 support and management of all House Supervisors and all staff assigned to welfare and pastoral duties.

The role requires the Welfare Manager to take overall responsibility for the safety and well-being of the students while they are on site, including monitoring illness, homesickness and any absence from lessons or activities. You will be part of the Centre Management Team and work closely with the Centre and Activity Managers and Director of Studies, as well as with your own welfare team. You will receive support from Head Office Young Learners Team throughout your employment. The role will also involve liaising with external clients such as Group Leaders, educational agents, parents and centre staff.

## What skills do I need to do this job?

- ability to be firm and fair
- ability to manage a team
- ability to communicate with international teenagers and adults, with cultural awareness and sensitivity
- ability to work to deadline and think on the spot

[\(click here for full person specification\)](#)

## What training will I receive?

If you don't already have up-to-date first aid and safeguarding training, this will be provided before you start. There will be a full paid induction that offers guidance on how to manage student behaviour, deal with welfare issues and pastoral care, as well as get-to-know-you activities to ensure friendship and collaboration within your team, and with the wider centre team.

## What is included in the package?

- You will get free bed and full board (3 meals a day) provided at the centre.
- Opportunities to attend excursions to locations in the surrounding area and around the UK
- Professional development opportunities

## Why work with International House London?

International House London have been running summer schools since 2011 across the UK. We are proud to be accredited by the British Council and International House World Organisation. We celebrate the diversity of our students and staff and have strong Vision, Mission and Values beliefs. We prioritise the safety, happiness and well-being of our students. We actively offer professional development and skills training to our staff. Many of our staff return to work with us every year.

## How will this role enhance my career? What can it lead to?

- pastoral care roles, roles with responsibility for welfare
- working with teenagers and young people
- working within educational institutions
- managerial and organisational roles
- leadership positions

## Job Description

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</b>	Welfare Manager (RESIDENTIAL)
<b>REPORTING TO</b>	Centre Manager
<b>CAMP DATES, LOCATIONS &amp; STUDENT AGES</b>	<p><b>3rd July – 7th August 2024</b> International House Oxford, St Edward’s School, Woodstock Road, OX2 7NN (12-17 year olds)</p> <p><b>10th July – 14th August 2024</b> International House Frensham, Frensham Heights School, Frensham Heights Road, Rowledge, GU104EA (8-17 year olds)</p> <p><b>Dates TBC</b> International House Cambridge, Anglia Ruskin University, East Road, Cambridge CB1 1PT</p> <p><i>At each centre, you will be required to live on-site 4 days before the camp starts and until and including the final dates given above</i></p>
<b>SALARY</b>	£638.25 per week. Plus paid induction programme.
<b>INDUCTION</b>	The full induction will last for 4 days and will include a combination of remote safeguarding and first aid training, group sessions at Head Of-fice, and on-site team inductions.
<b>CONTRACT</b>	<p>From 4 to 6 weeks depending on locations</p> <p><b>Hours of Work:</b> Your normal hours of work are 44 per week over a six-day week. This position involves working on weekends and other unsocial hours. You will have one day (a full 24-hour period) off per week</p>

## What will happen before the camp starts

- There will be induction and training e.g. health and safety, safeguarding, PREVENT
- You will be sent the staff manuals, policies and procedures
- You will have DBS checks, will need to provide 2 references

## What will happen during the camp

### You will:

- Deal with any administration related to student welfare e.g. medical forms, incident/behaviour reports, attendance records, logging of dietary requirements
- Check accommodation and respond to issues regarding accommodation and/or food
- Hold daily meetings with your welfare team to discuss welfare, student behaviour and school rules
- Monitor evening duty and help out where necessary
- Liaise with medical professionals where necessary
- Provide counselling support to students, parents and staff members as appropriate
- Communicate key information to students e.g. departure information, reinforce school rules
- Assist with fire drills
- Assist with arrivals and departures of students on transfer days
- Attend staff meetings as required
- Liaise with Group Leaders, the Director of Studies and Centre Manager, and act on feedback/suggestions as required

## What will happen at the end of the camp

### You will:

- Assist with departures of students and ensure activity staff are informed and involved
- Check accommodation and facilities on departure
- Help to pack up the centre

# Complete the recruitment form to apply

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