Job description and person specification

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Welfare and Accommodation Manager</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Welfare</td>
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<tr>
<td>Reports to:</td>
<td>Centre Director</td>
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<tr>
<td>Contract:</td>
<td>Temporary, fixed term</td>
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<tr>
<td>Salary Scale:</td>
<td>Basic rate of £430 per week plus a performance bonus, and accrued holiday pay. Increments available.</td>
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</tbody>
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The Company

Stafford House Study Holidays is part of Cambridge Education Group (CEG), one of the leading providers of pre-university academic courses and English language courses in the UK.

Stafford House Study Holidays is fully accredited by the British Council and has links to schools, educational consultants and agencies worldwide. Each summer Stafford House hosts international students aged 12-18.

Summer School is designed to provide short-term language courses with an evenly balanced academic, social, sports and excursion programme in a safe, well-managed environment.

Job overview

- Along with the Centre Director, overall responsibility for the welfare and safety of the students at the centre.
- Manage Student Welfare Officers and oversee their duties.
- Responsible for Health and Safety at the centre.
- Deputise for the Centre Director when required.

The following section outlines a more detailed, but not exhaustive, description of the duties pertinent to this post.

Key responsibilities and capabilities

Managerial tasks

1. Write weekly rota for other Student Welfare Officers.
2. Manage welfare duties: write staff rota for lights-out, night and meal duties and supervise pastoral care duties.
3. Liaise with Group Leaders daily, both informally and at scheduled meetings.

Welfare

4. To have read and understood the CD manual, supervision manual and staff handbook, and be fully conversant with our policies for the welfare and protection of children. At all times whilst on duty, staff are responsible for the care, welfare and safety of students whilst ensuring they follow the school rules.
5. Ensure that each student’s cultural, religious and dietary needs are met and respected.
6. Ensure that all policies for the welfare and protection of children are understood by students and adhered to by all staff.
7. Help students to adjust to life in Britain and to understand information concerning personal safety, British law and centre rules.
8. Organise and participate in student orientation and induction, including ensuring that each student has an ID card on arrival, and arrange for the collection and issue of bus passes (where applicable).
9. Maintain student discipline in residences, liaising with management team and Group Leaders. Report all damages to Centre Director and Group Leaders immediately.
10. Act as a Group Leader for individual students if necessary. Duties would include ensuring their welfare, be on hand if they need help, and wake up calls.
11. Collect and read student and Group Leader feedback questionnaires, taking any action required in consultation with management.
12. Ensure that all Stafford House Health & Safety policies are implemented and monitored.
13. If applicable, carry out meal time and free-time supervision duties on a rota basis and if residential, lights out supervision as outlined above.
14. You will also be expected to carry out night time duties on a rota basis (10pm to 1am), 4 times a week.

Accommodation

15. Plan accommodation for arriving students, organising pre-arrival and departure checks, and damage surveys.
16. Be responsible for Health and Safety issues in accommodation buildings and undertake fire warden duties. Ensure everyone is aware of emergency procedures.
17. Ensure that accurate rooming lists are kept and fire drills are carried out on a regular basis.
18. Liaise with accommodation office/hall staff to ensure that housekeeping and maintenance duties are completed to a satisfactory standard.
20. Co-ordinate laundry and collect laundry fees from students (where applicable).
# Welfare and Accommodation Manager

21. Assist the Centre Director with staff induction day.
22. Assist the Centre Director in the day-to-day running of the centre.
23. Deputise for the Centre Director when necessary.

**Administrative tasks**
24. Coordinate airport transfers and student arrivals/departures, including confirming coaches and taxis.
25. Ensure that a daily log of issues, incidents, activities and work done is kept by all Student Welfare Officers.
26. Administration duties, as allocated by the Centre Director. These may include, amongst others, carrying out airport transfers, controlling petty cash, or assisting the Activities Manager.

**Other tasks**
27. Attendance at the Management Training Weekend (usually mid-June in London).
28. Escort groups on excursions, ensuring the safety and welfare of the students, as well as providing them with information to help them get the maximum benefit from their stay.
29. Actively lead activities as directed. Some planning may also be involved.
30. Actively encourage the involvement of students in activities and excursions, leading by example.
31. Teach when necessary e.g. teacher absence/insufficient student numbers (qualified staff only).
32. Additional duties as required.

## Person Specification

**Essential**
- Level of spoken and written English equivalent to CEF level C1/CAE/IELTS 7.0
- Previous supervisory experience
- Proven experience of working in a team
- Previous residential experience
- Effective management skills
- Proven competence in leadership
- Proven competence in administration
- Computer literate
- Able to adapt quickly to change
- Good problem solving skills
- Able to prioritise, organise and manage own work
- Demonstrate initiative in taking on extra tasks
- Effective communicator
- Enjoy working with teenagers and young people from other cultures
- Able to address large groups of young people
- Able to maintain long periods of physical activity
- Professional appearance

**Desirable**
- Educated to degree level
- Current first aid certificate
- Experience of working with children
- Previous House Supervisor/Welfare experience
- Previous summer school experience

*If you do not hold a current first aid certificate but are able to complete a course, SHSH will reimburse 50% of the cost of training to staff who obtain a certificate, provided that courses are only booked in consultation with Head Office (maximum £75.00). Staff will be reimbursed with the first payroll after receipts are received.

## Equal Opportunities Statement

Our Equal Opportunities Policy states:

“In the recruitment, selection, training, appraisal, development and promotion of staff, the only consideration must be that the individual meets, or is likely to meet the requirements of the programme or course or post.

The requirements being met, no employee will be discriminated against on the basis of their sex, race, colour, ethnic origin, nationality (within current legislation), age, disability, sexual orientation, marital status, caring or parental responsibilities, or beliefs on matters such as religion or politics.”