

# WELFARE MANAGER

As a Welfare Manager, with the support of the Centre Manager and Head Office, you are the first point of contact for any welfare matters that arise. The role requires an empathetic approach and excellent communication skills.

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



Our students travel from across the world to attend our programmes. Typically, students will receive 15 hours of English language tuition per week supplemented with a comprehensive programme of activities and excursions. Our activity programme consists of both daytime and evening activities as well as half-day and full-day excursions to attractions and places of cultural interest.

## YOU NEED TO BE

- Eligible to work in the UK
- 18 years old and over

## YOU MUST HAVE

- Prior experience working with children and/or teenagers
- Flexible approach to your work, along with the ability to cope with changing priorities
- The drive to work collaboratively and contribute to the team's success
- Native or near native English - must be a proficient user of English
- Excellent communication skills
- The ability to deliver high levels of professional conduct
- Demonstrate respect for equal opportunities and respect for race and diversity

## IT WOULD BE GREAT IF YOU

- Previous management experience in a residential summer school/camp environment or in other professional settings
- A valid First Aid certificate (this may be provided by the company)

## Other Information

Our programmes cater for children and teenagers, aged between 8 and 17 years old.

The role is residential with accommodation and meals provided for you at no cost.

You will report directly to the Centre Manager throughout your employment.

You will be managing a team of Activity Leaders who may (in some cases be older than you) you will need to have the confidence to manage them effectively.



## Student Welfare

- You will help students settle into life within camp and within the UK, making them feel at home and welcomed throughout their stay
- Complete all necessary paperwork accurately and in a timely manner, for example accident reports
- Conduct basic first aid whenever it is required
- Ensure risk assessments are completed and are accurate, maintaining the safety of the students and activities
- Have a thorough understanding of accommodation arrangements for students
- Liaise closely with the academic team to check and follow up on student absences
- Take an interest in the welfare of our staff members, offering support when needed
- Work closely with local medical services
- Support the Centre Manager in regards to accommodation arrangements and administrative duties
- Take the lead on actively promoting the welfare of the students (this includes delivering a welfare induction to the students on arrival) with support from all other members of staff
- Take the lead implementing Covid-19 procedures on campus (where applicable)



## Quality Assurance

- Collect and assemble Group Leader and student feedback regarding the programme and report results to Head Office
- In collaboration with the rest of the senior team, implement any feedback points raised to improve the quality and delivery of the programme



## Other Duties

- Represent the company in a reputable and professional manner at all times
- Respond to emergencies whenever necessary
- Maintain suitable levels of student discipline, safety and welfare
- Always encourage students to use English
- Carry out and/or consult risk assessments whenever required
- Attend all induction days prior to the students arriving
- Attend all staff briefings and take part in all necessary health and safety training
- Commit to being a positive role model through your employment
- Carry out all other reasonable tasks



## A day in the life of an Welfare Manager

This will give you a taste of what duties you undertake as a Welfare Manager

- 7:30** I join the students for breakfast, where I take the time to chat to Group Leaders and students to make sure everyone is happy and enjoying themselves
- 8:15** The senior staff have our daily meeting to discuss the day's schedule, what is coming up over the next couple of days and any welfare matters that need addressing
- 9:00** The classes have started and I will work with the academic team to follow up on any student absences, making sure we are aware of the students whereabouts and if there is anything the team needs to be made aware of
- 10:00** I have a meeting with the Group Leaders about any health and safety accommodation arrangements and welfare matters. I am asked whether I can arrange a room change for a number of students – I liaise with the host centre staff to see whether this is possible
- 11:00** We have outside visitors coming on-site so I am at my desk waiting for them, ready to sign them in and make them aware of any health and safety information
- 11:30** I am notified by an Activity Leader there has been an accident on the playing fields, so I head over to make sure the student is ok and administer any first aid where necessary. I make sure I complete the accident report book and make a note to check on the student later
- 12:30** It is lunchtime, which is a great opportunity to catch up with the rest of the senior team to see how the day is progressing. I take the time to chat with the Group Leaders and students
- 13:30** There are a number of students who are individuals, that are not part of a larger group. I have a meeting with the Individual Coordinator who is responsible for them to get an update and whether there are any welfare matters I need to be aware of
- 14:00** I have a meeting with the host centre staff to discuss any specific catering and accommodation for the new arrivals. It is also a great opportunity to gather feedback from the centre and make sure they are happy with the programme
- 15:30** I am on-hand if needed throughout the rest of the day, supporting any member of staff that requires support with the students. I use my quiet moments to ensure all my paperwork and administration is up-to-date and get familiar with the details of the new arrivals
- 21:00** I check on all staff and respond to any staff welfare needs
- 21:30** My day is almost over! As my last task for the day, I will head over to the boarding houses to ensure all staff are supervising the students. I inform the staff on duty that should they need me I am available on my phone

### Contact us

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## PAY INFORMATION

As an Welfare Manager, you will earn £435 per week plus 12.07% accrued holiday pay.

You will work up to 44 hours per week, on average, with evening and weekend work being required. You are entitled to one day off per week (this can be taken at your discretion). Some weeks you will work in excess of 48 hours, therefore you will be asked to 'op-out' of the 48 hour Working Time Directive.



## WHY OXFORD INTERNATIONAL JUNIORS?

We are a highly respected organisation, being named winner of the 2018/2019 Educational Tour Operator of the Year by iStudy Guide.

With over 30 years' experience, employing thousands of seasonal staff, we know how to provide you with a rewarding and meaningful workplace experience.

We will provide you with a professional and fun platform to develop your experiences working with children and teenagers.

Our values drive what we do - we care not just about our students, but our staff too.

### Our core values

At Oxford International Education Group, we pride ourselves on our Core Values. They define who we are, how we work and guide how we act with each other.



### Legal information

Oxford International Junior Programmes is committed to safeguarding and promoting the welfare of children. As such, all successful applicants will be asked to explain any work and/ or educational history gaps; undergo an Enhanced DBS Disclosure or overseas equivalent; provide details of 2 referees that can objectively comment on your suitability to work with children; show evidence of entitlement to work in the UK.

