

WELFARE ASSISTANT

As a Welfare Assistant you will offer excellent operational and administrative support to the Welfare Manager, who oversees the welfare of the students. 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 Welfare 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
- Have a passion to work for children and teenagers
- Have a flexible approach to your work, along with the ability to cope with changing priorities
- Have the drive to work collaboratively and contribute to the team's success
- Be native or near native English - must be a proficient user of English
- Have excellent communication skills
- Have 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

- Experience counselling or mentoring young people
- Experience working in a residential setting
- A 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 Welfare Manager throughout your employment

Student Duties

- You will help students settle into life within campus and within the UK, making them feel at home and welcomed
- Assist with actively promoting the welfare of the students with support from all other members of staff
- Lead student inductions to accustom students to the rules of the school and welfare procedures
- Conduct basic first aid whenever it is required
- Be omnipresent amongst the student body throughout each day
- Respond to any welfare emergencies throughout your employment
- Liaise closely with the academic team to check and follow up on student absences
- Support the Welfare Manager implementing Covid-19 procedures on campus (where applicable)

Administrative Duties

- With direction from the Welfare Manager, complete all necessary paperwork accurately and in a timely manner, for example accident reports
- Support the Welfare Manager in regards to accommodation arrangements and supporting administrative duties

Meal times

- Support the supervision of meal times and break times, especially being alert/ aware of any food allergies or dietary requirements
- Actively engage with the students, discussing how the day has gone and promoting the Activity 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 throughout your employment
- Carry out all other reasonable tasks



A day in the life of a Welfare Assistant

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

- 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 welfare team have our daily meeting to discuss the day's schedule, what is coming up over the next couple of days and 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 attend the meeting with the Group Leaders and Welfare Manager about any health and safety matters, accommodation arrangements and welfare matters. I am asked whether I can arrange a room change for a number of students – I liaise with the Welfare Manager 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 staff 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, who are not part of a larger group. I have a meeting with the Individuals Coordinator who is responsible for them to get an update and whether there are any welfare matters I need to be aware of and feedback to the Welfare Manager
- 14:00** I have attended the meeting with the host centre staff with the Welfare Manager 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
- 14:30** I check on the student who had injured themselves and administer any further first aid
- 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 to get familiar with the details of the new arrivals

Contact us

Head Office: 259 Greenwich High Road, London, SE10 8NB
Email: recruitment@oxfordinternational.com

Phone: +44(0)208 312 8072
Facebook: facebook.com/oxfordinternationaljunior

Instagram: [@oijuniorprogrammes](https://www.instagram.com/oijuniorprogrammes)
Website: www.oxfordinternationaljuniors.com



PAY INFORMATION

As a Welfare Assitant, you will earn £390 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.

