



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 Centre Manager.

About Us

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 around staff and groups
- 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)



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
- Support the supervision of meal times and break times, especially being alert/aware of any food allergies or dietary requirements



Client Management

- Provide excellent levels of customer service to our clients throughout the programme
- Ensure that requests from Group Leaders and host centre staff are met promptly
- Maintain an open communication with Students, Group Leaders, staff and host centre
- Assist the WM when conducting informative and valuable induction for Students and Group Leaders on arrival



Student Welfare

- Assist with actively promoting the welfare of the students with support from all other members of staff
- Conduct basic first aid whenever it is required
- Be omnipresent amongst the student body throughout each day
- Lead student inductions to accustom students to the rules of the school and welfare procedures
- You will help students settle into life within camp and within the UK, making them feel at home and welcomed throughout their stay
- Liaise closely with the academic team to check and follow up on student absences



Other Duties

- Represent the company in a reputable and professional manner at all times
- Respond to emergencies when ever necessary
- Maintain suitable levels of student discipline, safety and welfare
- Always encourage students to use English
- 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

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.

A Day in the Life

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

AM sessions

08:00 - 12:00*



Breakfast duty - I use this time to chat with students and see how they are feeling



Classrooms lists - Speak to the academic staff and recollect attendance lists to make sure students are in lessons



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

PM sessions

14:00 - 17:30*



Report to WM any concerns I've been aware of



Some centres have individual students travelling, I arrange individual meetings with them & make sure they are looked after by staff



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

EVE sessions

20:00 - 22:30*



I'm on-hand if needed thought-out the rest of day supporting staff, students and group leaders



Night duty - supervise the boarding houses with staff to make sure students are in their accommodation

*Please note activities and timetable can vary depending on campus and programme

Pay Information

- As a Welfare Assistant, you will earn £450 per week + holiday pay.
- You will work 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.**
- A conditional bonus will be available at the end of your contract depending on centre results *only applicable during summer, and you will get all the bonus details once you have been selected for the position

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.

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 if you are new member of staff and 1 reference if you have worked with us in the past 12 months; show evidence of entitlement to work in the UK.

Contact us

Head Office: 259 Greenwich High Road, London, SE10 8NB

Phone: +44(0)208 312 8072

Instagram: @oijuniorprogrammes

Email: recruitment@oxfordinternational.com

Facebook: [facebook.com/oxfordinternationaljunior](https://www.facebook.com/oxfordinternationaljunior)

Website: www.oxfordinternationaljuniors.com

