



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.

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 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

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

 <h4>Staff Management</h4> <ul style="list-style-type: none"> • Create a sustained positive atmosphere and motivate effectively, offering praise and recognition whenever possible • Conduct informative inductions for all staff about behaviour, role expectations and risk assessments for onsite activities and excursions • Liaise closely with the academic team to check and follow up on student absences • Support the Centre Manager in regards to accommodation arrangements and administrative duties 	 <h4>Client Management</h4> <ul style="list-style-type: none"> • 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 • Attend Group Leader meetings arranged by CM • Provide Group Leaders, staff and host centre staff with regular meetings to maintain an open and effective line of communication • Conduct informative and valuable induction for Students and Group Leaders on arrival • Collect and assemble Group Leader and student feedback regarding the programme and report results to Head Office 	 <h4>Student Welfare</h4> <ul style="list-style-type: none"> • Compile weekly catering numbers, sharing with the host college in a timely manner • Conduct basic first aid whenever it is required • Take an interest in the welfare of our staff members, offering support when needed • Ensure risk assessments are completed and are accurate, maintaining the safety of the students and activities • 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 	 <h4>Other Duties</h4> <ul style="list-style-type: none"> • 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
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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 Welfare Assistant and/or Individual Coordinator.

A Day in the Life

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

AM sessions

08:00 - 12:00*



Breakfast duty - 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



Speak to Group Leaders, make sure they are okay and let them know of any concerns you might have regarding their students

PM sessions

14:00 - 17:30*



Observe sport session when possible to make sure staff is following risk assessments



Report to CM and staff centre any catering or allergies concerns



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

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 Manager, you will earn £500 per week + holiday pay during spring programmes, and £600 per week + holiday pay during summer programmes.
- 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 'opt-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

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