

Title of Post: Welfare Manager
Reporting to: Centre Director
Responsible for: Students
Working Timetable: Usually -Six days a week – One day off

Please note that due to the logistics of the employment, you may be required to be moved to another centre where extra staff are required. Only in this case will we cover all the travel expenses that may be incurred.

Purpose of the Job/Principal Duties

The Welfare Manager is responsible for the care, safeguarding and welfare of students at Go Languages. They need to liaise with others to ensure that any concerns or dangers are highlighted and avoided. Summer centres are very busy places and there may be duties to perform in addition to those detailed below;

Welfare, Health & Safety and Safeguarding

- To have read and understood the Welfare 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 centre rules.
- To ensure that all policies for the welfare and protection of children are understood by students and adhered to by all staff.
- To ensure that each student's cultural, religious and dietary needs are met and respected.
- To 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.
- To address any student or staff concerns, keep a log, report to the relevant persons involved and follow up with a record of the outcome.
- To be aware of safeguarding duties regarding under 18's.
- To ensure that all Go Languages WorldWide Health & Safety policies are implemented and monitored.
- To help students to adjust to life in Britain and to understand information concerning personal safety, British law and centre rules.
- To be responsible for Health and Safety issues in accommodation buildings and undertake re warden duties. Ensure everyone is aware of emergency procedures.

Company Quality Performance

- You will act as a representative of the Company.
- You will always spread a favourable image of the Company, promote its interests and endeavour to uphold its standards of performance.

Inductions

- To 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).
- To build a community spirit in the house/block via notice boards, house rules and competitions.
- To maintain student discipline in residences, liaising with management team and Group Leaders.

Administrative Duties

- To write staff rota for lights-out, night and meal duties and supervise pastoral care duties.
- To collect and read student and Group Leader feedback questionnaires, taking any action required in consultation with management.
- To plan accommodation for arriving students, organising pre-arrival and departure checks, and damage surveys.
- Report all damages to Centre Director and Group Leaders immediately.
- To ensure that accurate rooming lists are kept and re drills are carried out on a regular basis.

Liaising

- To liaise with all other members of the Go Languages Team keeping all lines of communication open.
- To develop a strong rapport with all departments in Go Languages developing working and professional relationships.
- To establish a friendly, professional, organised and motivational working consultation with the Centre Director.
- To assist, support, and deputies for other managers when required.
- To develop and maintain open lines of communication with Group Leaders.
- To liaise with accommodation of centre/hall staff to ensure that housekeeping and maintenance duties are completed to a satisfactory standard.

In the Classroom/On an Excursion/During an Activity/At the Centre

- To behave in a professional manner
- To adhere to Safeguarding and Welfare duties
- To show leadership skills
- To provide support to those involved

Qualifications/Experience - Desirable

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

Staff Induction

- To attend a staff induction and take an active part in discussion and feedback.

Personal Development CDP

- All staff are observed in the first week of employment & have appraisals and goal setting tasks.
- You need to be able to set yourself goals that you would like to work on during your time with Go Languages.
- Weekly training or feedback sessions.

Health & Safety

- To comply with all health and safety procedures as required by the Company.
- Being aware of relevant fire, health and safety issues in the classroom and around the centre and during excursions.
- A First Aid qualification is desirable. If you have such please make sure a copy of your certificate is available.

Child Protection & Safeguarding

- All staff share the responsibility for safeguarding and promoting the welfare of children and must adhere to, and comply with, Go Languages Worldwide Safeguarding Policy.
- To provide safety and welfare assistance to students.
- To be vigilant for possible welfare problems of students.

Go Languages Reputation & Code of Conduct

- To actively support Go Languages Worldwide in its mission to provide quality learning.
- To provide courses that will challenge the students (realise their potential) and work together to reach their academic targets and support them.
- To comply with management requests to follow the guidelines of external organisations such as British Council in a timely and accurate manner.
- To be dressed in a presentable professional way and always start on time and if this is not possible to inform your manager as early as possible.
- Develop a good rapport with the students and Group Leaders and avoid absences as much as possible.
- There is a specific list of what code of conduct we expect from all staff members in our Staff Handbook.

Go Languages Worldwide 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.”

Person Specification for Welfare Manager

Essential Skills

- Excellent English language skills
- 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

Compensation

Weekly pay for Welfare Manager: Very competitive gross salary depending on the experience of the applicant + holiday pay accrued.