

Welfare Manager

Reporting to:

Centre Director

Responsible for:

Students, Staff, Group Leaders

Working Timetable:

Usually -Six days a week – One day off; Maximum 48 hours per week.

Employment Period:

End of June - Beginning of August

Location:

Galway, Ireland; Edinburgh, Scotland; Carmarthen, Wales; York, Bristol, Worcester, Bath, Reading, London, Dover, UK

*See website for further information

Please note that due to the logistics of employment, you may be required to be moved to another centre where extra staff are required. In the event that this occurs, MLA will cover all the travel expenses that may be incurred.

MLA (Move Language Ahead) is an industry leader in providing safe, educational, and cultural programmes to students from around the world. Each year thousands of students travel with MLA as part of our short-term English as a second language (ESL) programs. Along with our proprietary ESL curriculum, we also provide our students with great excursions featuring some of the most popular historical and tourist destinations across the country.

Welfare Manager; Job role & principal duties

The Welfare Manager is responsible for the care, safeguarding and welfare of students at Move Language Ahead centres. They will need to complete or update site risk assessments as well as implement, communicate and manage all safeguarding and welfare policies and procedures. They will need to liaise with other departments and the centre management team 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 MLA Safeguarding and Welfare manual as well as the staff handbook and be fully conversant with our policies for the welfare and protection of children.
- Ensure all staff are aware that whilst on duty they are responsible for the care, welfare and safety of students whilst ensuring centre rules are adhered to.
- To establish a rota to ensure students are in their rooms and lights are out by 11pm.
- To carry out residential supervision duties, including meal and pastoral supervision.
- To be responsible for the 24hr emergency duties 1-2 days/week.
- To ensure that all policies for the welfare and protection of children are understood by students and group leaders and adhered to by all staff.

- To ensure that each student's cultural, religious and dietary needs are met and respected and communicated.
- To act as a Group Leader for individual students if necessary. Duties would include ensuring their welfare, being on hand if they need help, and pastoral duties.
- 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 Move Language Ahead's Health & Safety policies are implemented and adhered to.
- To help students with the adjustment to life in Britain and to understand information concerning personal safety, British law and centre and program rules.
- To be responsible for Health and Safety issues in accommodation buildings and undertake pastoral 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 badge on arrival, and arrange for the collection and issue of coach passes (where applicable).
- To build a community spirit in the residences via notice boards, house rules and competitions.
- To maintain student discipline in residences, liaising with centre management team and Group Leaders.

Administrative Duties

- To create staff rota for lights-out, night and meal duties and supervise pastoral care duties.
- To establish a rota alongside The Night Guardian to ensure students are in their rooms and lights are out by 11pm and arrange cover for days off of the Night Guardian.
- 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 as well as damage surveys.
- Report all damages to Centre Director and Group Leaders immediately.
- To ensure that accurate rooming lists are kept and fire drills are carried out on a regular basis.
- To ensure damages are kept to a minimum and to follow procedures for damage that has occurred.

- To collect damage deposits on student arrivals.
- To deal with any complaints or problems relating to accommodation.

Liaising

- To liaise with all other members of the MLA team keeping all lines of communication open.
- To develop a strong rapport with all departments within MLA, developing working and professional relationships.
- To establish a friendly, professional, organised and motivational working consultation with the Centre Director.
- To assist, support, and cover 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.

To uphold MLA as an industry leader in providing safe, educational, and cultural programmes to students from around the world.

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

- To behave in a professional manner and demonstrate leadership skills.
- To adhere to Safeguarding and Welfare duties
- To provide support to all students, Group Leaders and staff where needed.

MLA Staff Training

- To attend all required paid training and induction meetings and take an active part in discussion and feedback prior to start of employment.
- Complete any required training sessions/courses both online and in person as directed.
- Provide all necessary paperwork prior to employment

MLA Staff 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 MLA.
- 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.
- This role involves lifting and standing for long periods of time.

MLA Child Protection & Safeguarding

- All staff share the responsibility for safeguarding and promoting the welfare of children and must adhere to, and comply with, Move Language Ahead's Safeguarding Policy.
- To provide safety and welfare assistance to students.
- To be vigilant for possible welfare problems of students.

Move Language Ahead Reputation & Code of Conduct

- To actively support Move Language Ahead 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.

Move Language Ahead 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."

Move Language Ahead Welfare and Safeguarding Statement:

MLA is committed to safe practices in recruitment and selection that includes consideration of issues to do with child protection, safeguarding and promoting the welfare of children and young people. Successful applicants will undergo an Enhanced DBS check, have their references verified and checks completed in line with our Safeguarding & Safer Recruitment Policy.

Person Specification for Welfare Manager**Qualifications/Experience - Ideally you will have:**

- Current first aid certificate or willingness to obtain.
- Safeguarding or Health Safety qualification or willingness to obtain.
- Experience working with children
- Previous House Supervisor/Welfare experience
- Previous summer school experience

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

£450/week

*Inclusive of Holiday Pay (12.07%)

**Free room and board

PHYSICAL DEMANDS

Do the essential functions of this job require lifting? Yes

If yes, how many pounds? 25 lbs.

Do the essential functions of this job require standing? Yes

Do the essential functions of this job require walking upstairs? Yes

Do the essential functions of this job require stretching? No

Do the essential functions of this job require bending? No