



## Job Description Student Welfare Officer

**Line Manager:** Centre Manager

**Line Manager Reports to:** Operations Director

**Responsible for:** The physical and mental welfare, safety and security of the students as well as coordinating the social programme, managing Activity Leaders and assisting the Centre Manager.

**Rationale of the role in Greenwich International Education:** Welfare Officers main responsibility is to ensure care, safety and wellbeing of the students at the centre whilst maintaining school rules, policies and procedures. Welfare Officers will also be the named Designated Safeguarding Person for the site they are working in.

It's not an office-based job with regular hours. You must be outgoing, confident, flexible and be prepared to help others when necessary. You should have good people skills and be able to manage and motivate others.

**This is a managerial residential position and you will receive full board accommodation.**

### Responsibilities & Tasks

#### WELFARE

- To promote a responsible attitude to student safeguarding, physical and mental welfare, supervise staff, student and group leader conduct and lead the centre team in implementing GIE policies on such matters.
- To liaise closely with the Centre Manager and Director of Studies to ensure that there is proper student supervision at all times on campus, during meal duties, break times, excursions and curfews.
- To carry out risk assessments for activities, excursions and any other appropriate situation. Ensuring that all risk assessments are understood and completed properly by all members of GIE staff.
- To assist with ensuring that proper discipline is maintained throughout the course, to inform Leaders should their students be causing problems and to liaise on appropriate solutions to these issues.
- To work with the Centre Management team in taking a role to actively promote the welfare of all GIE clients, including agents, students and group leaders at all times and in reiterating the importance of good welfare practice to all members of staff.
- To be aware of any special requirements needed by students and staff, and to communicate these to any relevant departments as and when needed (this will include dietary requirements).
- To keep a written record of all operational decisions.



- To know the emergency procedures in place and ensure that all members of staff and students are aware of these.
- To assist with arrivals and departures, giving a welcome talk, arranging the provision of food and a tour of campus when necessary.
- To liaise with the Centre Manager and Director of Studies for student absenteeism.
- To manage the state of rooms prior to arrival and after departure, making sure to inform the venue if anything is broken/unsatisfactory.
- To deal with and look after the individual welfare needs of each student and to liaise with Leaders with regard to the welfare of students in their charge.
- To help advise students on coping and dealing with unfamiliar situations.
- To be a point of contact for any welfare problems and to make this visible to all students and staff.
- To maintain the Accident/Incident Logs regarding any problems or illnesses to students or staff.
- To submit regular reports to Head Office to ensure student data is accurate and updating on welfare and any issues being experienced (large and small).
- To ensure that proper discipline is maintained throughout the course, to inform Leaders should their students be causing problems and to liaise on appropriate solutions to these issues.
- To act in a seemly and professional manner with all of GIE's agents, clients and staff and not to engage in any activity which may bring GIE or the designated host campus into disrepute.
- To read and be fully conversant with the staff handbook, relevant Child Protection documents, Safeguarding Policy, Prevent Duty policy and all risk assessments prior to the start of the period of employment (documents supplied prior to the start of employment).
- To be aware of the designated First Aider on site and report to them when First Aid is required.
- To hold a weekly meeting with the other management staff to ensure that everybody is communicating fully about their different areas of responsibility.
- To assist with any other duties as instructed by the Centre Manager. This can include participating in activities, going on excursions and doing administrative work in the offices.
- To carry out the school's safeguarding policy, ensuring it is followed by others and maintain a friendly but professional manner with students at all times.



## Rates of Pay

Rates of pay will be detailed in your job offer. Salary is paid fortnightly in lieu.

The role is 6 days a week and all accrued holiday is paid. Full board accommodation is provided during the period of employment by GIE. Working hours will include evenings and weekends.

All staff have a duty of care at all times. There are times on campus when students are not directly supervised (having lunch, walking to and from the residence, chatting with friends, etc.), but this duty of care means that staff must remain vigilant during these non-teaching and non-activity times, so that any behaviour which might lead to harm of the individual or those around him/her can be stopped or reported.

## Training

It is a prerequisite of employment that all management staff attend the management training sessions. This training session includes their statutory induction. Accommodation and food will be provided. Full details of the training sessions will be sent at a later date.

In addition, all management staff will receive a job-specific management manual, detailing their role and company procedures. All managers are required to read and understand their manual fully and implement the procedures contained within.

## Safer Recruitment Policy

Greenwich International Education operates a strict safer recruitment policy and all staff will have checks made on their suitability to work with children.

All applicants will be required to supply an up-to-date CV (any gaps in employment history must be explained satisfactorily) and the contact details of 2 suitable referees (including former employers) which will be checked prior to employment. The referees will be asked specifically about your suitability to work with children.

All employees will be required to undergo an Enhanced DBS (Disclosure & Barring Service) check unless they provide details of their DBS Update Service subscription. Appropriate local police checks will be required from applicants living overseas.

All employees are required to undertake Safeguarding and Prevent Duty online training before starting employment with GIE.

All employees will be expected to provide proof of identity and all relevant qualifications (originals only) - copies will be taken for our records.