

## TIE - Trinity International Education Job Description Welfare Manager (Italy)

### Line Manager:

Centre Manager

### Line Manager Reports to:

Managing Director & Operations Manager

### Hours of Work/Contract Type:

- Fixed term 48-hour contract over a six-day week
- You may be required to work additional hours when requested to meet the needs of the business
- This position will involve working on weekends and other unsocial hours

### Purpose:

- To be responsible for the welfare of all students at the school ensuring they receive appropriate care and supervision
- To take overall responsibility for preparing and operating all welfare provision
- To support the Centre Manager in the running of the school

## Responsibilities & Tasks

### Welfare Responsibilities:

- To carry out damage checks to rooms and facilities before student arrivals, during and after the end of the course, reporting any damage found to the host institution
- To settle students into their accommodation and help them with unpacking and packing, where required
- To induct new students on fire exits, assembly points and emergency procedures
- To assist students in getting up and ensure they go to bed on time and that order is kept at night times
- To assist students in all aspects of personal hygiene, including laundry
- To look after any unwell students ensuring they have access to food and water
- To provide support to students who are homesick
- To implement all aspects of TIE Safeguarding Policy, to include:
  - To promote a responsible attitude to student safeguarding amongst all staff, students and Group Leaders
  - To deal with any safeguarding concerns following TIE procedures
  - To maintain detailed and accurate records of any safeguarding referral, complaint, or concern
- To know the emergency procedures in place and ensure that all members of staff, students and Group Leaders are aware of these

- To be on call for any welfare issues, including any emergency situation arising during the night, and liaise with the Centre Manager or other staff at the school, if required
- To liaise closely with the other senior members of the summer school staff to ensure that there is proper student supervision at all times and that any students that are absent are promptly located
- To maintain accurate Accident/Incident Logs

### **Leisure Responsibilities:**

- To assist the Centre Manager with the planning and delivering of the activity programme
- To lead and guide students and Group Leaders on excursions to a variety of locations and give informative talks both on the coach/train and when walking around, where required

### **Other Responsibilities:**

- To deputise for the Centre Manager as required
- To hold the school's emergency phone as required
- To act on any incidents of misbehaviour, according to TIE policy
- To act at all times in accordance with the company policies outlined in the Staff Handbook, including the staff Code of Conduct
- To follow TIE's Safeguarding Policy, ensuring it is followed by others, and maintain a friendly yet professional manner with students at all times
- To ensure that students adhere to the TIE Student Code of Conduct
- To take on the role for First Aider, if required, or to be aware of the designated First Aider/s on-site and report to them when First Aid is required
- To act on any incidents of misbehaviour, according to TIE policy
- To act in a seemly and professional manner with all of TIE's agents, students, Group Leaders and not to engage in any activity which may bring TIE, its agents, partners or the designated host venue into disrepute
- To provide excellent customer service to students, Group Leaders and other agents of TIE
- To be flexible to carry out any other duties as may be reasonably assigned by TIE or the Centre Manager

### **Other Information**

- Rates of pay will be discussed at interview
- TIE will provide full board and accommodation included in the package
- Full training will be provided, and any online materials and courses will need to be read and completed before the start of employment
- All staff will be required to:
  - help with setting up the centre

- complete an exit feedback form
  - attend an appraisal
  - attend staff meetings
- TIE operates a strict safer recruitment policy, and all staff will have checks made on their suitability to work with children to include:
  - enhanced DBS check or local equivalent
  - references that will ask directly about the applicant's suitability to work with children
- Applicants must be eligible to work in the country where they are assigned and be able to supply proof of the same (TIE does not sponsor visas)
- TIE is an equal opportunities employer and, provided applicants meet the requirements for employment working with minors, does not discriminate against age, colour, disability, ethnic origin, gender, immigration status, marital status, social or economic status, nationality or national origins, race, religious or political beliefs, responsibility for dependents, sexuality, trade union membership or unrelated criminal conviction(s).

## **Person Specification: Essential**

### **Qualifications**

- Educated to A level or equivalent to UK level 3 education
- Very good level of spoken and written English (CEFR B2 minimum, e.g. FCE/IELTS 5-6.5)

### **Experience**

- Experience of working with young people

### **Skills, Knowledge and Abilities**

- Meticulous and thorough approach to work
- Strong organisation and time management skills
- Effective people management skills
- Excellent communication skills and a team mentality
- 'Can do' approach to work
- Ability to work under pressure and be adaptable
- A strong awareness of child welfare & safeguarding
- Computer literate with emphasis on Microsoft Word, Outlook & Excel

### **Personal Attributes**

- Some knowledge of foreign cultures
- Interests in activities and local cultures

## **Desirable**

### **Qualifications**

- NVQ (National Vocational Qualification) or equivalent in a relevant discipline
- Driving licence, First Aid, Lifeguarding and Safeguarding qualifications

### **Experience**

- Experience as a line manager
- Experience in a similar role
- Experience in a summer school environment

### **Skills, Knowledge and Abilities**

- Knowledge of a foreign language