

TIE - Trinity International Education Job Description Welfare Co-ordinator (UK)

Purpose:

- To assist the Centre Manager and Deputy Centre Manager in looking after the welfare of all students at the school
- To lead and support the House Parents in ensuring students receive appropriate pastoral care
- To manage and be responsible for the day-to-day running of a residential building ensuring the welfare of all students

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

Responsibilities & Tasks:

People Management Responsibilities:

- To brief the welfare team on all aspects of their responsibilities ensuring they are aware of their duties and that they have the required information and equipment
- To lead the welfare team in
 - carrying out damage checks to rooms and facilities before student arrivals, during and after the end of the course
 - assisting students in getting up
 - conducting nightly house meetings with all students staying in the residence, ensuring students go to bed on time and that order is kept at night times
- To seek feedback from staff, students and Group Leaders on the welfare provisions at the school while putting strategies in place to constantly improve the team's delivery
- To ensure when not on duty that there is someone deputising, and they are apprised of all necessary information

Welfare Responsibilities

- To promote a responsible attitude to student safeguarding amongst all staff, students and Group Leaders
- To deal with any safeguarding concerns following TIE procedures liaising with the Centre Manager and Deputy Centre Manager
- To implement all aspects of TIE Health & Safety policies, to include:
 - To ensure that all damages are investigated and followed up, including liaising with the on-site maintenance team
 - To carry out risk assessments for all activities, excursions and any other appropriate situation ensuring that relevant information is shared with TIE staff, students and Group Leaders
- 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

Other Responsibilities:

- To assist in daily administrative and pastoral tasks as requested by line management, including meal monitoring
- 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 of 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 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

- Welfare Co-ordinator report to the Centre Manager and Deputy Centre Manager
- Rates of pay will be discussed at the 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 and/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 health & safety and 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

- 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