



**Job Title:** Welfare Manager – Seasonal Residential Programmes

**Location:** London, United Kingdom

**Contract Type:** Fixed-Term, Seasonal (Summer and Group Programmes)

### **About Us**

We are a leading international school providing English language courses and cultural programmes for students worldwide. Our residential summer and group programmes combine academic study with a lively schedule of activities and excursions. Student safety, wellbeing, and happiness are at the heart of everything we do.

### **Position Overview**

The Welfare Manager is responsible for the pastoral care, safeguarding, and residential experience of all students. Reporting to the Centre Manager, you will lead the welfare and residential team (including House Parents), oversee accommodation and curfews, and ensure all safeguarding and health & safety standards are maintained.

As a highly student-focused role, it demands strong interpersonal skills, excellent organisational abilities, and the capacity to handle welfare issues calmly and effectively as they occur.

### **Key Responsibilities**

- **Student Welfare & Safeguarding:**
  - Act as the **Designated Safeguarding Lead (DSL)** on site (training provided if not already qualified).
  - Ensure all safeguarding and child protection procedures are followed and incidents reported.
  - Provide pastoral support for students, addressing behavioural, emotional, or health-related concerns.
  - Work with group leaders, staff, and external professionals where needed to resolve welfare issues.
- **Residential Life Management:**
  - Oversee the daily operation of student accommodation, including check-ins, room allocations, and curfew supervision.
  - Ensure accommodation meets health & safety and safeguarding standards.
  - Organise and manage House Parent rotas for wake-up, bedtime, and overnight duties.
  - Carry out regular accommodation checks and risk assessments.
- **Health, Safety & Compliance:**
  - Maintain accurate records of incidents, accidents, and safeguarding concerns.
  - Ensure first aid procedures are followed and medical needs are addressed.
  - Liaise with external providers (catering, housekeeping, security) to maintain a safe and comfortable environment.

- **Team Leadership:**
  - Recruit, train, and supervise House Parents and residential assistants.
  - Deliver inductions on welfare, safeguarding, and health & safety policies.
  - Lead daily welfare briefings and support staff with pastoral challenges.
- **Student Experience & Engagement:**
  - Promote a welcoming and supportive environment for all students.
  - Support student integration through informal interactions, problem-solving, and pastoral activities.
  - Encourage respect for rules, property, and cultural diversity within the residence.
- **Communication & Reporting:**
  - Act as the main contact for welfare concerns from group leaders and parents.
  - Keep the Centre Manager informed of welfare matters and escalate issues where necessary.
  - Contribute to end-of-programme reports and continuous improvement of welfare provision.

### **Qualifications & Experience**

- Experience working in a residential environment (boarding school, summer school, youth programme, or similar).
- Strong knowledge of safeguarding and child protection procedures (DSL qualification desirable).
- First Aid training (or willingness to obtain before programme start).
- Experience managing a team and dealing with welfare or behaviour issues.
- Excellent administrative and record-keeping skills.

### **Key Skills & Attributes**

- Warm, approachable, and student-focused.
- Strong leadership and communication skills.
- Highly organised with a proactive approach.
- Able to stay calm under pressure and handle sensitive issues confidentially.
- Flexible and willing to work evenings, weekends, and on-call duties.

### **Working Conditions**

- Residential role: full-board accommodation and meals provided on-site.
- Evening, weekend, and overnight duties are part of the rota.
- Contract duration: typically 6–8 weeks during summer (with potential for repeat seasonal work).