

## Welfare Officer Abridged Job Description

*Please note that this job description is an abridged version for informational purposes only. The complete and detailed job description will be shared with successful candidates during the onboarding process.*

**Title:** Welfare Officer

**Reports To:** Head Office, Campus Manager

**Summary of position:** The Welfare Officer is responsible for the well-being, safety, and overall welfare of students attending our summer camps. The Welfare Officer also plays a role in fostering a positive environment for college personnel, addressing any issues such as damages or misbehaviours promptly and proactively to maintain a harmonious and positive atmosphere. This position also requires meticulous record-keeping and the preparation of comprehensive reports.

### Our Company

Since 1972, PLUS Ed Ltd has been offering summer English courses in the UK for young overseas students. We are now also operating in America, Malta, Ireland, and Canada. We are one of the biggest summer school providers in the UK and are proud to be market leaders, fully accredited by The British Council. We aim for high standards in our programmes and consequently we are looking for enthusiastic, hard-working individuals to join our team.

Please visit [this page](#) to find out more about our summer programmes.

### General responsibilities

#### Management support

Providing direct and proactive support to the Campus Manager by diligently following their directives and guidance; being able to fulfil all responsibilities of an Activity Leader, which could comprise the main bulk of the role depending on centre size.

#### Safeguarding and welfare

Proactively ensuring the safety and well-being of participants and staff through thorough training, prompt incident resolution, and strict adherence to safeguarding policies.

### Discipline & behaviour

Fostering a positive camp environment by proactively addressing issues, ensuring adherence to behaviour standards, and applying effective discipline strategies.

### Damages

Documenting, investigating, and managing damages, ensuring swift and fair resolutions as well as transparency.

### Health care

Overseeing all health-related aspects, proactively managing health-related challenges and responding effectively in emergency situations to ensure the well-being and safety of participants.

### Safety and security

Ensuring the safety and security of staff and participants by conducting risk assessments and routine checks while ensuring strict compliance with safety regulations.

### Night checks

Overseeing night checks, coordinating with on-duty staff and ensuring adherence to curfew and bedtime expectations as well as night checks protocols; being prepared to address emergencies and challenges that may arise promptly and effectively.

### College's services

Diligent monitoring the services provided by the college to ensure a high standard in the provision of meals, accommodation cleanliness and maintenance, and overall facility condition.

## **Person specifications**

- Proven experience in a welfare or student support role, preferably in a camp or educational setting.
- Demonstrating the ability to utilise digital platforms for efficient communication and documentation as opposed to reliance on manual paperwork.
- Strong problem-solving skills and the ability to address challenges promptly and effectively.
- Strong organisational skills with the ability to maintain detailed records and prepare comprehensive reports.
- Demonstrating a high level of empathy and understanding in dealing with participants, staff, and their needs.

- Calm and effective in managing crises and emergencies, ensuring a secure and controlled response.

## Requirements

- Must bring a smartphone with access to Google maps and WhatsApp
- Must attend full-day induction online on 9 June.
- Possession of a valid and up-to-date first aid certification is essential. If not available, must attend a full-day first-aid training on 8 June in London (Paddington area).

### First-aid training

PLUS is committed to ensuring that all our team members are equipped with essential first-aid skills. To achieve this, we've organised first-aid training sessions at a subsidised rate of £75 per participant. While employees are initially required to cover this fee to secure their spot and complete the training, we are pleased to offer a full reimbursement of this cost, contingent on the fulfilment of their contractual duties with PLUS.

Upon successful completion of the training, participants will be awarded an Emergency First Aid at Work certificate. This certification not only enhances our workplace safety but also benefits our employees personally, remaining valid for three years and applicable beyond their tenure with PLUS.

## Safeguarding and Eligibility Checks

All current holders of roles involving responsibility for or substantial access to under 18s, and all new appointees to such roles, will have appropriate suitability checks, for example with the Disclosure and Barring Service (in England and Wales) or Protecting Vulnerable Groups Scheme (in Scotland), in line with the organisation's stringent safeguarding policy.

All gaps in employment will need to be explained, and a minimum of two references are required. These can be academic as well as professional. All references will be contacted and specifically asked whether there is any reason that the applicant should not be working with anyone under the age of 18.

Please note that due to post-Brexit restrictions, you must be a UK resident or have UK residency to work in our UK Camps.