

PARTICULARS OF EMPLOYMENT

Post title:	Welfare and Accommodation Manager
Salary Scale:	Basic rate of £340 per week plus a performance bonus linked to student numbers at the centre, and accrued holiday pay. Increments available
Department:	Managerial
Contract:	Temporary, Fixed Term
Responsible to:	Centre Director

MAIN DUTIES

Along with the Centre Director, overall responsibility for the welfare of the students at the centre.

Manage Welfare and Social Organisers and oversee their duties.

Responsible for Health and Safety at the centre.

Deputise for the Centre Director when required.

KEY RESPONSIBILITIES (This list is not exhaustive)

Welfare

1. To have read and understood the CD manual, supervision manual and staff handbook, and be fully conversant with our policies for the welfare and protection of children. At all times whilst on duty, staff are responsible for the care, welfare and safety of students whilst ensuring they follow the school rules.
2. Ensure that each student's cultural, religious and dietary needs are met and respected.
3. Ensure that all policies for the welfare and protection of children are understood by students and adhered to by all staff.
4. Help students to adjust to life in Britain and to understand information concerning personal safety, British law and centre rules.
5. Organise and participate in student orientation and induction, including ensuring that each student has an ID card on arrival, and arrange for the collection and issue of bus passes (where applicable).
6. Maintain student discipline in residences, liaising with management team and Group Leaders. Report all damages to Centre Director and Group Leaders immediately.
7. Act as a Group Leader for individual students if necessary. Duties would include ensuring their welfare, be on hand if they need help, and wake up calls.
8. Collect and read student and Group Leader feedback questionnaires, taking any action required in consultation with management.
9. Ensure that all Stafford House Health & Safety policies are implemented and monitored.
10. If applicable, carry out meal time and free-time supervision duties on a rota basis and if residential, lights out supervision as outlined above
11. You will also be expected to carry out night time duties on a rota basis (10pm to 1am), 4 times a week.

Accommodation

12. Plan accommodation for arriving students, organising pre-arrival and departure checks, and damage surveys.
13. Be responsible for Health and Safety issues in accommodation buildings and undertake fire warden duties. Ensure everyone is aware of emergency procedures.
14. Ensure that accurate rooming lists are kept and fire drills are carried out on a regular basis.
15. Liaise with accommodation office/hall staff to ensure that housekeeping and maintenance duties are completed to a satisfactory standard.
16. Build a community spirit in the house/block via notice boards, house rules and competitions.
17. Co-ordinate laundry and collect laundry fees from students (where applicable).

Managerial tasks

18. Write weekly rota for other Welfare and Social Organisers.
19. Manage lights-out duties: write staff rota for lights-out and meal duties and supervise pastoral care duties.
20. Liaise with Group Leaders daily, both informally and at scheduled meetings.
21. Assist the Centre Director with staff induction day.
22. Assist the Centre Director in the day-to-day running of the centre.
23. Deputise for the Centre Director when necessary.

Administrative tasks

24. Coordinate airport transfers and student arrivals/departures, including confirming coaches and taxis.
25. Ensure that a daily log of issues, incidents, activities and work done is kept by all Welfare and Social Organisers.
26. Administration duties, as allocated by the Centre Director. These may include, amongst others, carrying out airport transfers, controlling petty cash, or assisting the Activities Manager.

Other tasks

27. Escort groups on excursions, ensuring the safety and welfare of the students, as well as providing them with information to help them get the maximum benefit from their stay.
28. Actively lead activities as directed. Some planning may also be involved.
29. Actively encourage the involvement of students in activities and excursions, leading by example.
30. Teach when necessary e.g. teacher absence/insufficient student numbers (qualified staff only).
31. Additional duties as required.

INFORMATION

The Welfare and Accommodation Manager is part of the Centre Management Team and has overall responsibility for the welfare, safety and security of students in residential accommodation. The role is a management position and you should expect a demanding workload. The post involves acting as team leader for other Welfare and Social Organisers, as well as teachers and activity staff on lights out duty. They may also be asked to act as a Group Leader for individual students. WAMs may also be required to take part in the leisure programme if necessary. The post involves administrative tasks and strong administrative and prioritising skills would be an advantage.

A crucial part of the WAM's role is to supervise others on their night duties and take a shift from 10pm to 1am four nights per week. Other duties include administration of the accommodation and deputising for the Assistant Centre Director or Centre Director when necessary. The role is a management position and they should expect a demanding workload. They are entitled to at least one full day off per week, which is usually taken during the week. Attendance at the Management Training Weekend is mandatory (usually mid-June in London).

On the application form, you will be required to sign a form declaring details of any criminal convictions, cautions, reprimands and final warnings, and any other information that may have a bearing on your suitability for the post. Furthermore, if your application is successful, you will be subject to a CRB Enhanced Disclosure or Disclosure Scotland background check.

Attendance at the Management Training Weekend is mandatory (usually mid-June in London).