

Accommodation Officer (RESIDENTIAL)

JOB DESCRIPTION

ABOUT SUMMER BOARDING COURSES

Founded in 2008, Summer Boarding Courses have united students from around the world through education. Delivering award-winning, future-focused courses that strike the perfect balance between academic and social enrichment.

Our courses unlock potential and ignite a spark for long-term success.

Our residential summer courses take place at some of the UK's top boarding schools and university college campuses, including Eton College, Oxford University Colleges and Headington School. We carefully select our campuses to ensure that they provide the perfect environment for our students to live and study.

Over 15,800 students from 152 nationalities have been welcomed to study with us to date.

Whether it's preparing for future studies, developing 21st-century skills or building confidence, the knowledge gained on an SBC course allows students to go forward and apply what they have learnt to other areas of their education and beyond; giving them the necessary skills to achieve their future goals.

The EL Gazette publishes a league table based on British Council inspections, and SBC have been ranked Number 1 from 2018 to 2023. We are very proud of this achievement and will continue to grow and develop our courses to offer students extraordinary experiences.

SBC is the only multi-campus summer school provider in the UK to have achieved a perfect 15/15 areas of strength by the British Council. A true hallmark of educational quality.

Ways we support our Accommodation Officers:

- Fully paid DBS check
- Extensive, paid, on-site training prior to student arrival
- All meals and accommodation included
- CPD and Appraisals
- Staff Wellbeing Initiative
- Access to Employee Assist Programme (EAP)
- Continual support for all staff from the Head Office Team, both on the ground and via phone/email
- Online safeguarding and prevent training
- Professional, fun and supportive environment

Additional Role Specific Support

Paid attendance of a certified First Aid Course

THE ROLE

SBC Accommodation Officers play a key role in delivering an exceptional student experience during their Summer School course. They work closely with College Mentors to provide high-quality pastoral care and supervision, acting as a trusted point of contact and support for students within their accommodation blocks. Accommodation Officers are responsible for promoting and upholding the positive behaviours we expect from all students, fostering a safe and respectful living environment.

Highly attentive and well-organized, Accommodation Officers take a proactive approach to student supervision and effectively address any behavioural or welfare concerns. With students from a wide range of countries and cultures, it is essential that they build strong connections and create an inclusive atmosphere. By fostering a fun, welcoming, and vibrant environment within the

Summer School accommodation, Accommodation Officers play a vital part in helping students feel comfortable, supported, and engaged throughout their stay.

Responsible To: The Student Director

Main Duties:

- Hold responsibility for supervision and pastoral care of students at satellite accommodation blocks.
- Act as team lead within the accommodation block, providing support to the College Mentors and working closely with College Management to ensure that students are supervised and accounted for whilst in accommodation blocks.
- Communicate effectively with other Accommodation Officers, College Mentors and College Management in order to create an accurate and efficient account of student movement on site
- Supervise and support students who are unwell, ensuring that updates on their health are provided to management teams, and recorded in relevant logs
- Lead student meetings to ensure that students are aware of the programme and any changes between daily meetings
- Liaise with the accommodation management and cleaning staff to ensure that rooms are clean for student arrivals, and issues are reported quickly
- Ensure common spaces display key information, working closely with Social Programme team to ensure that information is effectively shared with students
- Provide daily handovers for morning staff and management detailing any behavioural or pastoral issues
- Promote and embody standards of behaviour that we would expect from our students at all times
- Create a welcoming and inclusive environment, in which all students can feel comfortable and cared for from the first point of contact
- Facilitate conversations and communication between students when needed, ensuring that students are creating bonds and friendships with others
- Proactively address student behavioural issues, providing appropriate intervention when necessary
- Remain professional and empathic while dealing with discipline and behaviour management in a positive and constructive manner
- Be committed to the safeguarding and welfare of students at SBC sites
- Attend daily staff meetings alongside College Mentors to update on pastoral issues
- Be responsible for attending to unwell students and chaperoning students on visits to the doctors when necessary
- Keep management teams informed, and keep records of incidents, sickness and medical issues
- Encourage good timekeeping to ensure that all students are in timetabled lessons
- Facilitate laundry operations within the College, assisting students using the weekly external laundry service
- Adhere to all Health and Safety measures (including COVID safety measures, risk assessments and other policies and procedures)
- Help with student transfers to and from the airport for any arrivals and departures
- Be on overnight duty 22:00 – 07:30 up to 6 times per week

Safeguarding Responsibilities

- Be committed to the safeguarding and welfare of students in your care
- Attend on-site safeguarding training during induction week
- Carry out SBC's safeguarding policy and ensuring others do the same.
- Develop positive relationships with students, earning their trust whilst maintaining proper professional boundaries,

- E.g. Not sharing personal information such as contact details or social media with students.
- Listen to students and being vigilant regarding the potential indicators of abuse.
- Report any potential concerns to the school's Designated Safeguarding Officer

General Duties:

The welfare of students is paramount to us and every member of the team is expected to assist in maintaining the welfare and order at the site, including in the accommodation.

- Help with student transfers for any arrivals and departures if needed. This can include at airports, train stations and in taxis
- Accompany and supervise students on offsite excursions and activities, where required
- Actively supervise and interact with students during meal and break times
- Empower students to successfully engage in the programme while helping develop independence, confidence and social skills
- As with all residential work, be able to show a large degree of flexibility
- Help ensure that the students do not breach the rules of the college
- Engage with the students at all times, in a friendly but professional manner
- Assist at any time, whether on duty or not, with an emergency situation
- Provide feedback on your experiences during & also at the end of summer

EXPERIENCE REQUIRED

Essential

- Experience in leading or coaching groups of children in a professional capacity
- Experience of, and genuine enjoyment of working with children
- Strong communication skills, ability to work under pressure, flexibility
- Ability to take control of and lead a group of children on activities and during excursions

Desirable

- Qualifications and experience in leading young people in either tennis, dance, performing arts, music or arts & crafts
- First Aid/Lifeguard qualification
- Experience and qualifications in coaching other sport
- Experience of residential international boarding

HOURS OF WORK

A normal working week for Accomodation Officers will consist of up to 55 hours per week over six working days.

All staff will receive one full day off per week.

CONTRACT INFORMATION

Our courses run from the end of June to the middle of August. Please see our website [here](#) for the exact dates and more information.

Remuneration: Paid weekly, one week in arrears. The weekly rate received for Accomodation Officers is £620 **PLUS** any accrued holiday to be paid at the end of contract)* Food and accommodation are included for all residential SBC staff.

** Please note that given the short-term nature of these contracts at SBC and the duty of care we have to our students, holiday will only be authorised in exceptional circumstances and must be requested at least one month prior to taking leave. At the end of your contract, you will receive a payment for any holiday you are owed. If you take any holiday during your contract, then this will be deducted from your holiday allowance.*

LOCATIONS:

The role of Accommodation Officer will be based at one of the following sites:

Cambridge College

SBC PERSON SPECIFICATION

All members of staff employed by SBC will be expected to bring certain key qualities to the operation. There must be a professional interest in working with young people and particularly international children. Safety and welfare of the students is of paramount importance at SBC and a practical enforcing of this belief should be a quality exhibited by all staff.

We look for staff who are:

- Approachable & empathic to the needs of students
- Enthusiastic & engaging
- Diplomatic, responsible & motivated
- Flexible within the summer school environment

We expect all SBC staff to be able to communicate effectively with our students, using an appropriate level of language to suit the group. SBC staff must demonstrate patience, empathy and an emotional awareness towards students both individually and in within a group setting. We expect all staff to take control of students and to manage discipline and behavioural issues in a firm, positive and constructive manner.

TO APPLY

Please apply online at: <https://summerboardingcourses.com/work-for-us/>

We want to make sure we do all we can to set candidates up for success in this process. If you require any adjustments to help you at interview and/or you have any questions at all, please contact us at: recruitment@summerboardingcourses.co.uk

Please note, as this post involves direct contact with vulnerable children, it is exempt from the Rehabilitation of Offenders Act 1974. However, amendments to the Exceptions Order 1975 (2013 and 2020) provide that certain spent convictions and cautions are 'protected'. These are not subject to disclosure to employers and cannot be taken into account.

SHOULD YOU BE SUCCESSFUL

- Any gaps in your CV will be enquired about and must be explained satisfactorily
- You will have to prove your Right to Work in the UK
- You will provide the details of two recent and relevant referees who we will contact and specifically ask about your suitability to work with children and any concerns.
- You will be required to undergo a Disclosure and Barring Service check (DBS), and equivalent if you live, or have lived, outside of the UK
- You will be asked to state that you have no known reason why you cannot work with children
- Official identification and certificates will be required for our records

Please be aware that SBC may conduct online searches for shortlisted candidates as part of our legal duty to meet out safeguarding duties.

SBC SAFEGUARDING STATEMENT



Summer Boarding Courses is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. We have a comprehensive Safeguarding and Child Protection Policy and procedures in place which all employees, volunteers and contractors are expected to adhere to.

SBC EQUALITY, DIVERSITY & INCLUSIVITY STATEMENT

We operate a policy of equal opportunities and welcome applications from candidates irrespective of age, sex, marital status, pregnancy or maternity, race, religion, sexual orientation, gender reassignment or disability.