JOB DESCRIPTION

Welfare Manager

Summer Schools – Camps – Colleges

Residential Position

About Summer Boarding Courses

Founded in 2008, Summer Boarding Courses (SBC) delivers award-winning residential summer programmes that combine academic and social enrichment, bringing students from around the world together through education.

Our programmes take place at leading UK boarding schools and university college campuses, providing students with an inspiring environment to learn, develop confidence and build skills for their future.

To date, over 21,000 students from 155 nationalities have studied with us. SBC has also been ranked Number 1 in the EL Gazette's British Council inspection league table from 2018 to 2026 and achieved a perfect 15/15 areas of strength in British Council inspections.

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

Ways we support our Managers:

- We will cover the full cost of a new DBS (if required) for your first contract working with SBC. We encourage all staff to sign up for the Update Service
- Extensive, paid, on-site training prior to student arrival
- 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
- Paid attendance of our Management Training Course

THE ROLE

The Welfare Manager oversees the welfare of students throughout the summer programme, ensuring the highest standards of pastoral care. Managing the House Teams or College Officer Teams, they foster positive and safe boarding communities while ensuring smooth daily routines. The role involves leading daily welfare meetings, maintaining strong communication with the SBC Admissions Team, guiding staff on pastoral care, and ensuring meticulous record-keeping. Strong communication, leadership, and organisational skills are essential in this dynamic role, where student health and wellbeing are the top priorities.

Responsible To: The Summer School Director or College Principal

Main Duties:

Student Welfare

- Assume overall responsibility for the welfare of all students.
- Be available and approachable to all students, addressing behavioural and emotional issues with professionalism, empathy, and positive reinforcement.
- Communicate with parents and Admissions Managers about welfare matters either by telephone or face to face
- Advise and support staff in addressing unfamiliar student wellbeing issues.
- Monitor and manage student welfare through daily meetings with House Parents and regular communication with the summer staff, managers and SBC Admissions Team.
- Attend to unwell students, liaising with relevant staff, arrange healthcare appointments, and accompany them when necessary.
- Ensure medical policy compliance, monitor students' allergy and dietary needs, and provide feedback to site hosts on food standards.
- Be present during meal and break times, ensure supervision ratios, and the implementation of allergy and dietary processes to ensure student safety.
- Maintain comprehensive records of medication, incidents, sickness, and medical issues in line with SBC's Safeguarding Policies and Procedures
- Assist in processing and responding to all Student Feedback
- Coordinate on-site student laundry procedures.
- Serve as a First Aider and complete First Aid training arranged by SBC.
- Complete the Level 2 Safeguarding Course and potentially take on the role of Site Designated Safeguarding Officer (DSO).
- Be available for emergency on-call or overnight duty up to six times per week.

Team Management

- Lead and manage House Teams, ensuring effective communication and smooth operations in creating safe, welcoming, and engaging boarding houses.
- Work with House Parents to establish routines, maintain appropriate student behaviour, and foster positive boarding communities.
- Provide guidance to House Parents during on-call or overnight duties.
- Lead daily morning meetings with House Parents and support them in supervising sick students and addressing wellbeing concerns.
- Ensure accurate record-keeping, including House Logs, registers, activity sign-ups, medical records, and incident logs.
- Foster a positive relationship with the host school staff.
- Communicate with parents and Admissions Managers regarding welfare matters.
- Oversee the induction of new House staff, ensuring they are familiar with house routines, welfare policies, and record-keeping requirements.

Safety & Compliance

- Conduct Accommodation Risk Assessments and ensure safety controls are communicated to relevant staff during training.
- Regularly inspect accommodation and common areas to ensure cleanliness, maintenance, and safety.
- Provide support during setup to ensure houses are presentable and ready for student arrival.

General Managerial Duties:

In addition to these listed duties at our smaller sites we would expect a Welfare Manager to support with the following duties.:

- Take a greater role in daily student routines and supervision
- Share responsibility for student behaviour and engagement across the programme
- Undertake staff/HR administration
- Support arrivals and departures
- Manage departmental/general stock and resources
- Take additional emergency and on-call responsibilities
- Support wider Head Office and stakeholder communication

Teamwork & Communication

- Collaborate with the Management Team, attending meetings and maintaining open and proactive communication.
- Communicate clearly and professionally with students, staff, parents, agents, site hosts, and external stakeholders.
- Work with SBC Head Office to complete necessary paperwork and share updates.

Student Experience

- Encourage student engagement in the programme, promoting communication, confidence, and social skills.
- Promote a culture of equality, respect, and diversity, ensuring students adhere to the Student Code of Conduct and assisting staff in managing behaviour.
- Encourage student feedback and promptly address concerns or complaints.
- Contribute to hosting arrival and departure days, ensuring a welcoming and professional experience for students and parents
- Support the safe delivery of the programme, covering sessions, attending off-site activities & supporting breaks, meals, and welfare duties where needed.

Safety & Compliance

- Implement Health and Safety procedures, ensuring incidents are reported and risk assessments are followed.
- Keep staff informed of student welfare needs and maintain required welfare records.
- Ensure staff and students understand Emergency and Fire Evacuation procedures.
- Securely manage summer camp data, following GDPR and confidentiality policies.

General

- Attend SBC Management Training prior to arriving at the school to familiarise with all aspects of the programme, roles, and responsibilities
- Assist with Induction Week, preparing the site and inducting staff
- Demonstrate flexibility and assist in emergency situations, whether on duty or not.
- Provide feedback to the Head Office team throughout and at the end of the summer
- Uphold the reputation of Summer Boarding Courses and the host venue

Safeguarding Duties

- Be committed to the safeguarding and welfare of students in your care
- Complete online safeguarding training and attend on-site safeguarding training during induction week
- To read and understand SBC's Safeguarding Policy, Staff Handbook, Operations Policy Handbook and Part 1 of Keeping Children Safe in Education (including annexes A & B)
- To be alert to the signs of abuse and neglect, and report any concerns to the DSO immediately (including low level concerns)
- To know what to do if a student tells a member of staff they are being abused, exploited or neglected
- To help students understand how to keep themselves safe and manage risk; earning their trust while maintaining professional boundaries

Experience Required

- Strong communication skills, ability to work under pressure, flexibility
- Previous residential summer school experience
- Previous management experience with a confident & supportive approach
- Rigorously organised approach and excellent administrative skills
- Comprehensive working knowledge of Excel
- Experience of managing welfare and behavioural issues effectively
- Proven professional experience of working in a medical or pastoral role with young people
- An empathic manner and positive manner
- The ability to guide, empower and support staff to best meet the pastoral and emotional needs of our students

Desirable

- Experience of residential international summer schools
- Experience of the UK boarding environment
- Experience of working within the education sector

Hours of Work

A normal working week for Welfare Managers will consist of up to 70 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 websitehere for the exact dates and more information.

Remuneration: The salary for the Welfare Manager role is £1025 per week (subject to tax and national insurance), paid weekly in arrears (for the avoidance of doubt this sum includes a holiday allowance at 12.07% of basic pay in the sum of £110.39), plus accommodation at the summer site.

** 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 Activity Instructor will be based at one of the following sites:

SBC at Eton College
Camp Headington
Camp Dragon
SBC at Headington School
SBC at Oxford College
SBC at Dulwich College
Dukes Cambridge
Earlscliffe

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.