

Welfare Officer Job Description

Reports To: Campus Manager

Hours per week: Expected 48 hours per week across 6 working days, on average

Position type: Residential

Summary of position: The main responsibility of the Welfare Officer is to support the Campus Manager by executing tasks across various pre-defined areas, following their instructions for a successful camp operation. You will proactively align with the needs of the Campus Manager, the college's team, and Group Leaders, tackling challenges to make things work. This role includes acting as point of contact for Group Leaders, handling accommodation-related issues such as maintenance, assisting with emergency situations, and fulfilling safeguarding and welfare-related duties.

Our Company

Since 1972, PLUS has been offering summer English courses for young international students in the UK and Ireland. We are proud to be market leaders, fully accredited by the British Council. To find out more, please visit our website at www.plus-ed.com, paying special attention to the Work with Us section on the top menu.

General responsibilities

Standard Expectations

- This is an executive role, where all responsibilities are managed by the Campus Manager. Tasks should be carried out in line with their directions and preferences, which may range from following detailed instructions to working independently.
- Interacting with international students and their Group Leaders in a professional manner and according to our customer service standards.
- Ensuring the safety and well-being of participants and staff by staying vigilant and adhering to PLUS' safeguarding policies.
- Depending on the campus layout, this role may require frequent walking between accommodation, offices, and other facilities to address and resolve various issues.
- Being ready to assist with emergency situations as needed, being on call day and night (except days off).

Management assistance

- Providing direct assistance to the Campus Manager by diligently following their instructions.
- Understanding the Campus Manager's role, needs, and working style to ensure a strong, successful collaboration.
- Demonstrating flexibility with your schedule, which will be set by the Campus Manager and may change weekly and require non-standard hours.
- Performing the duties outlined in the Activity Leader Job Description as needed, including but not limited to arrivals and departures, meals, and night duties.

Groups Management

- Serving as point of contact for Group Leaders, addressing their queries and resolving issues whenever possible before escalating to the Campus Manager.
- Clearly communicating to Group Leaders PLUS' expectations and standard procedures, guiding them to understand and adapt to our ways of working.
- Providing exceptional customer service to Group Leaders according to our standards, maintaining professionalism and respect in all interactions.
- Carrying the centre's telephone when instructed by the Campus Manager and being on call for Group Leader queries and possible emergencies.

Accommodation and maintenance

- Maintaining a positive relationship with the college's team, adhering to their procedures and communication requirements.
- Resolving maintenance and housekeeping issues promptly to uphold a high-standard experience for the groups.
- Managing key-related issues as needed, including during check-ins and whenever there are lockouts, ensuring swift resolution.

Safeguarding and welfare

- Investigating incidents, concerns, and allegations as directed by the Campus Manager and according to our policies and protocols.
- Preparing accurate and detailed reports whenever needed.
- Completing risk assessments and records of fire drills and routine safety checks as requested by the Campus Manager.

Room checks and damages

- Documenting condition of facilities through photographic evidence, thoroughly documenting the state of rooms, common spaces, and all facilities.
- Investigating damages, identifying responsible parties, and implementing appropriate resolution measures as instructed by the Campus Manager.

Health care

- Supervising sick children on excursion days in the absence of their Group Leader.
- Addressing accidents and incidents following our procedures and protocols, preparing reports as needed.
- Providing support when hospital visits are needed, escorting participants to the hospital if requested by the Campus Manager.

Person specifications

- Empathetic with high emotional intelligence, able to work collaboratively and effectively, even in challenging situations or with difficult individuals.
- Adaptability and willingness to align with the needs and expectations of the Campus Manager, taking direction and executing tasks efficiently.
- Physical stamina for tasks involving frequent walking.
- Strong problem-solving skills and the ability to address challenges promptly and pragmatically.
- Ability to adapt to a dynamic and fast-paced environment, showing flexibility in handling unexpected challenges and changes.
- Ability to remain calm and composed in emergency situations and make sound decisions under pressure.
- Possession of a valid and up-to-date first aid certification is essential. If not available, must attend training course (see below).

First-aid training

PLUS will organise a first-aid training course for Welfare Officers who do not already hold a first-aid certificate. To attend this training, you will be required to pay a deposit of £75, but PLUS will offer you full reimbursement upon completion of your contract.

The course will be delivered by a recognised organisation in our London office (Paddington area) on Saturday 14 June 2025. Once you have completed the course, they will issue your Emergency First Aid at Work certificate. This certificate is yours to keep and can be used beyond your time with PLUS.