

Job Description

Position	Activity Welfare Leader
Reporting to	Activity Manager and Welfare & Accommodation Manager
Team Management	No
Contract Type	Fixed Term
Last review of job description	October 2025
Suitable for Hybrid working?	No
Suitable for Core Hours?	No

Example Shift Pattern:

	Types of Shifts			<p>Please Note</p> <ul style="list-style-type: none"> – This is a sample shift pattern, shifts and timing of shifts are subject to change – Shifts may occasionally be extended or shortened to meet your contractual weekly working hours – Days off are allocated randomly, unless communicated and agreed in advance
Day	Morning	Day	Evening	
Mo	09:00 – 13:30		16:30 – 21:00	
Tue		11:30 – 18:00		
Wed	OFF	OFF	OFF	
Thu	09:00 – 13:00	12:00 – 19:00		
Fri		12:00 – 18:30		
Sat	09:00 – 13:30		17:00 – 21:30	
Sun		11:30 – 18:00		

Overview:

The Activity Welfare Leader (AWL) is responsible for planning, implementing and delivering a high-quality social programme of activities and excursions to Young Learner students studying with BSC Young Learners. AWL's are required to motivate and encourage students to fully participate in the programme and to ensure the safety of students remains paramount at all times. They are required to adhere to BSC Rules and follow all BSC safeguarding policies. AWL's are also required to adopt welfare duties, which means they need to provide support, guidance and assistance to students, coordinating welfare-related activities and working closely with other team members to create a positive and nurturing environment.

The main duties and responsibilities are listed below:

House Duties & Pastoral Care

- AWL's will attend to pastoral duties.
- Be responsible for student welfare.
- Ensure high standards of student behavior.
- Ensure each student's dietary/religious needs are met.
- Perform all residential duties in a professional manner.
- Monitor students' regular medication requirements.
- Attend the hospital or doctors with a student, if/when required.
- Be responsible for unwell students and maintain medical records.
- Maintain high level of tidiness and liaise with housekeeping as necessary.
- Report any disciplinary issues to the Centre Management Team.
- Have daily meetings with assigned group of individuals.
- Act as a welfare point of contact for individual students.
- Communicate any welfare concerns to the Welfare & Accommodation Manager.
- Help students settle into life in the residential centre, ensuring that they have the correct information regarding personal safety, centre rules and laws relevant to location.
- Support the Welfare & Accommodation Manager during student induction, orientation and creating welcome packs (ensuring that each student has a fully completed ID card and a wristband).
- Support the Welfare & Accommodation Manager to record accidents, issues or incidents and note action taken relating to student welfare.
- Help with laundry duty as and when required.
- Carry out meal time, free time and night time supervision duties as required.
- Check for student absences from classes by doing classroom checks and following up on absences.
- To monitor and supervise the centre sickbay when it is occupied.
- Assist the Welfare & Accommodation Manager to ensure that residences are cleaned and maintained to a high standard at all times.
- Be a role model for international students.

Activities

- Work with the team to design, organise and run the activity programme.
- Follow activity programme planned by the Activity Manager unless requested to change due to weather or other circumstances.
- Support the Activity Manager to develop materials for Social Programme.
- Manage time appropriately by arriving early to set up activity and gather resources.
- Promote and update the activity programme using posters, noticeboards, sign-up sheets and in communicating with the students.
- Ensure to carry a first aid kit on the activity.
- Complete a register for the activity and hand into the Activity Manager.
- Participate in all activities with enthusiasm.
- Encourage all students to participate in all activities.
- Make sure all students feel included in all activities.
- Report all incidents on activities, excursions or elsewhere, using the incident report form process.

- Attend and participate in all activity team meetings and excursion briefings.
- Support the Activity Manager to create Activity Packs.
- Consult the Risk Assessments before each activity.
- Familiarise yourself the operations manual.
- Ask the Activity Manager about any aspect of delivery that you are unsure about.

Child Protection & Safeguarding

- To promote and safeguard the welfare of children and young persons you are responsible for and come into contact with.
- Familiarise yourself and adhere to BSC Safeguarding Policy.
- Ensure student ratios are maintained in accordance with site rules BSC Safeguarding Policy.
- Complete online Safeguarding for Young Learners (Level 1) before arrival and complete an in-person refresher during on-site induction.

- Provide safety and welfare assistance to all students.
- Ensure a safe environment for Young Learners and team members.

Excursions

- Accompany and fully supervise students in your care.
- Familiarize yourself with excursion material and the excursion itinerary (these will be provided to you in the pre-excursion briefings the evening before the excursion).
- Attend all pre-excursion briefings.
- Ensure you have any required tickets for attraction bookings.
- If you are responsible for the packed lunches, arrive at breakfast early to eat and collect the trolley.
- Communicate the weather forecast to the group before leaving so they are prepared.
- Ensure students are wearing their lanyards containing their school ID, emergency contact information and wristbands.
- Ensure students are wearing appropriate clothing for the weather. For example, a jacket for rain, etc.
- Complete a student register before leaving on the bus.
- Ensure to carry a first aid kit on the excursion.
- Build rapport, agree drop off and pick up location and time, and exchange phone numbers with the coach driver.
- Complete regular head counts and dynamic risk assessments.
- Support the Activity Manger to create excursion packs.
- Consult the Risk Assessment before every excursion.
- Remain alert to ensure the students stay safe.
- Communicate updates regularly with the Activity Manager.
- Wear the BSC branded uniform during working hours.

Transfers

- Carry out duties associated with the transfer of students, at any time, as required by the needs of the business.
- Prepare a plan with your Activity Manager to get to the airport for an appropriate time.
- Ensure to always take a form of your ID to the airport (if necessary, take a printed Unaccompanied Minor Form, in addition to your form of ID).
- Monitor the flight progress with the flight number to stay up to date with arrival time.
- Arrive to the gate early to give plenty of time for early flights.
- Ensure you collect a packed lunch before departing to the airport.
- Arrive at the airport neat, clean and presentable.
- Keep in contact with the coach drivers or taxi companies as you wait at the gate.
- Wear the BSC branded uniform.

Other

In addition to the above, all Activity Welfare Leaders are required to:

- Attend onsite induction to be hosted by Activities Manager and Welfare Manager
- Work positively as part of a team.
- Remain positive, friendly and approachable.
- Attend and participate in all centre team meetings.
- On rare occasions, you may be asked to serve food.
- Demonstrate and act according to accepted professional standards at all times.
- Act in the welfare of the students at all times.
- Make sure you are clean, neat and presentable during working hours.
- Comply with the BSC Appearance Policy. Activity Welfare Leaders are provided with two BSC YL t-shirts or polo shirts. Uniform is compulsory when on duty.
- Working hours may be unsociable due to evening activities night duties and varying times of student arrivals/departures.
- Comply with centre and BSC YL rules and regulations.
- Comply with the BSC Positive Engagement and Conduct Policy
- Carry out any duties as may be reasonably assigned by the Centre, Welfare & Accommodation or Activities Manager.
- Familiarise yourself with the Operations Manual.

Required Experience & Skills

Essential

- Fluent or near-fluent in English or English as an Additional Language (EAL)
- Experience of working with children/teenagers
- Ability to work well in a team
- Able to remain calm, resilient and thrive in a residential setting (if applying for a residential location)
- Strong communication skills

- Willingness to work hard
- Enthusiasm for summer school life
- Excellent organisational skills
- Flexibility and approachability

Desirable

- Experience working with summer/language schools
- Ability to organise and lead group activities (these include various sports, arts & crafts, performing arts, etc)
- Recognised qualifications in sports coaching, dancing instruction, etc
- Valid lifeguarding qualification
- Valid first aid certificate
- Previous child protection and/or safeguarding training

Training

Full product knowledge training will be provided

A manual will be provided giving insights and links to all relevant information

On-going training will be provided on an individual and group need basis

All BSC colleagues must operate in line with our team-led Vision, Mission & Values as outlined below:

BSC VISION: *To provide customers with steppingstones to their future by delivering outstanding and transformational learning experiences.*

BSC MISSION: *By believing that “Great Things Start Here” and standing behind all that this means. If we believe it, our customers will achieve it!*

BSC VALUES:

AIM HIGHER	We proactively make suggestions and solutions for challenges and opportunities.
COLLABORATE	We are team players - we treat everyone with respect and understand that we succeed collectively, not as individuals.
COMMUNICATE	We communicate in a timely way with clarity, respect and transparency.
CUSTOMER FOCUS	We seek to provide consistent high-quality experiences that customers will remember.
TEAM FOCUS	We seek to reward and recognise excellence and innovation within our teams.