

Job Description

Position	Welfare & Accommodation Manager
Reporting to	Centre Manager
Team Management	Yes (Summer programme team members)
Contract Type	Fixed Term
Last review of job description	November 2025
Suitable for Hybrid working?	No
Suitable for Core Hours?	No

Example Shift Pattern:

Day	Type of Shift	
	Morning	Evening
Mo	07:00 – 20:00	
Tue		10:00 – 23:00
Wed	07:00 – 20:00	
Thu	OFF	OFF
Fri	07:00 – 20:00	
Sat		10:00 – 23:00
Sun		10:00 – 23:00

Please Note

- 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

Overview:

In liaison with the Centre Manager, the Welfare & Accommodation Manager (WAM) is responsible for the safeguarding and welfare of all students at BSC Education Young Learners and they may be required to adopt activity duties when required. To line manage and support all Activity Welfare Leaders (AWL's) and Welfare & Accommodation Officer (WAO) if applicable, to ensure that students receive appropriate pastoral care and supervision whilst studying on our Young Learners courses. They are required to adhere to BSC rules, procedures and follow all BSC safeguarding policies.

The main duties and responsibilities are listed below:

House Duties & Pastoral Care

- Be responsible for student welfare throughout the summer.
- Support the Centre Manager to carry out student inductions and orientations, ensuring that each student has an ID card and a wristband.
- 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.
- Ensure high standards of student behaviour are maintained.
- Ensure that student record forms are completed accurately and stored securely.
- Carry out all on-site risk assessments as required.
- Monitor students' regular medical requirements.
- Be responsible for unwell students and maintain medical records.
- Maintain high level of tidiness and liaise with Housekeeping as necessary.
- Help with laundry duty as and when required.
- Record accidents, issues or incidents and note action taken relating to student welfare. Follow up action plans/ actions taken to promote students' welfare.
- Ensure that each student's cultural, religious and dietary needs are met and respected by liaising with the Centre Manager, catering and other college team members.
- Liaise with International Group Leaders (IGL's) informally and during scheduled meetings to promote student welfare.
- Produce and maintain student registers for wake up, meal times and 'lights out.'
- Communicate any welfare concerns to the Centre Management Team.
- Complete Administration for Medicine Training so that you can administer medicine as well as First Aid.

Centre

- Ensure the smooth running of Student Houses.
- Assist the Centre Manager to manage arrival and departure days.
- Ensure regular fire drills are carried out and conducted effectively and records are kept.
- Liaise closely with the Director of Studies and Activities Manager to follow up on student absences.
- Ensure information regarding fire, medical and other health and safety issues is displayed in classrooms, residences, Welfare Room and common areas.
- Respond to all requests/correspondence from Head Office (HO) in a timely and efficient fashion.
- Inform Centre Manager of any student issues/incidents immediately.
- Collect and review student journey questionnaires, taking remedial action in consultation with the management team.
- Review student and Group Leader exit interviews for welfare related issues and actively seek to resolve any problems highlighted.
- Comply with the BSC Positive Engagement and Conduct Policy
- At the end of the course, provide a summary report
- Be aware of all BSC YL regulations and procedures.

Welfare Team Management

- Induct AWL's and WAO's with the Activity Manager and brief them of their responsibilities, then lead and support them throughout the duration of the centre.
- Ensure the Welfare Team adhere to social distancing requirements.
- Update and maintain student house files.
- Liaise with AWLs and WAO's to find appropriate solutions to students' problems.
- Assist AWLs and WAO's where necessary in ensuring students are in accommodation in time for meetings.
- Lead Welfare Team meetings and ensure that minutes are taken.
- Lead the completion of the Student journey questionnaires.
- Observe AWLs and WAO's and provide constructive feedback on their welfare duties.
- Complete honest and accurate Team Appraisals.
- Cover the duties of AWLs and WAO's where necessary

Accommodation

- Allocate students to accommodation houses and rooms, arrange any student moves, after consultation with the Centre Manager.
- Liaise with housekeeping to ensure that residences are cleaned and maintained to a high standard at all times.
- Undertake regular room inspections to ensure that damage is kept to a minimum and all damages are reported, investigated and followed up.
- Ensure that all health and safety notices and other student information are displayed (and continue to be displayed) in student accommodation.

Social

- Collaborate with the Activities Manager with the rota
- Motivate AWL's and WAO's to participate in activities enthusiastically as per timetable.
- Encourage all students to participate fully in the activity programme.
- Ensure that all activities have completed risk assessments.
- Attend and participate in activity team meetings.
- Be familiar with excursion destination and itinerary.
- Attend and participate in pre-excursion briefings.

Transfers

- Liaise with the Centre Manager to ensure that Activity Welfare Leaders and Welfare & Accommodation Officers carry out duties associated with the transfer of students on arrival and departure days when required.

Child Protection & Safeguarding

- To promote and safeguard the welfare of children and Young Learners you are responsible for and come into contact with.
- Familiarise yourself and adhere to BSC Safeguarding Policy.
- Acting as the Deputy Designated Safeguarding Lead (DDSL) accordingly and professionally in response to a safeguarding concern.
- Record, report and escalate safeguarding concerns with confidentiality and professionalism in line with BSC Safeguarding Policy.
- Ensure a safe environment for Young Learners and team members.
- Ensure student ratios are maintained in accordance with site rules BSC Safeguarding Policy.
- Provide safety and welfare assistance to all students.
- Complete online Safeguarding for Young Learners (Level 3) before arrival and complete an in person refresher during on site induction

Other

In addition to the above, all Welfare & Accommodation Managers are required to:

- Work positively as part of a team.
- Take responsibility for updating the rota of any shift changes or absence days.
- Demonstrate a positive attitude.
- 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. Team members are provided with two BSC YL t-shirts or polo shirts and a BSC jacket. Uniform is compulsory when on duty.
- Working hours may be unsociable due to evening activities, night duties (if residential) and varying times of student arrivals/departures.
- Attend pre-course training induction to meet team members from their own and other centres and to be briefed fully on all aspects of working at all BSC YL summer schools.
- Comply with centre and BSC YL rules and regulations.
- To carry out any duties as may be reasonably assigned by the Centre Manager
- Familiarise yourself with the Operations Manual.

Required Experience & Skills

Essential

- Able to demonstrate has supported at a senior level at a summer camp
- Experience of and enthusiasm for working with children/teenagers
- Ability to work well in a team
- Experience as an AWL or similar role in a summer/language school setting

- Excellent communication and organisational skills
- Effective leadership skills
- Flexibility in working hours and willing to work hard
- Excellent organisational skills
- Flexibility and approachability

Desirable

- Management experience in a summer/language school setting
- 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.