

Job Description

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

Example Shift Pattern:

Day	Types of Shifts		
	Morning	Day	Evening
Mo	07:00 – 13:30		16:30 – 23:00
Tue		11:30 – 18:00	
Wed	OFF	OFF	OFF
Thu	07:00 – 13:00	12:00 – 19:00	
Fri		12:00 – 18:30	
Sat	07:00 – 13:30		17:00 – 23:30
Sun		11:30 – 18:00	

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:

The Welfare & Accommodation Officer (WAO) is responsible for leading the Activity Welfare Leaders and ensuring pastoral care for every student is of high standard. The WAO is a main support of the Welfare & Accommodation Manager (WAM) to ensure that all BSC YL safeguarding provisions are followed. The Welfare Officer plays a key role in ensuring students experience a safe and enjoyable stay at our Young Learners Centres. They also help guide and advise the Activity Welfare Leaders on the ground and reports directly to the WAM for any additional support.

The main duties and responsibilities are listed below:

House Duties

- Carry out safeguarding duties as per Centre Safeguarding Policy
- Lead, guide, and advise the Activity Welfare Team on the ground.
- Help the WAM train the Activity Welfare Team.
- Cover any of the welfare teams' absences or days off when required.
- Ensure high standards of student behaviour.
- Ensure each student's dietary/religious needs are met.
- Perform all residential duties in a professional manner.
- Monitor students' regular medication requirements.
- Be responsible for unwell students and maintain medical records.
- Maintain high level of tidiness and liaise with Housekeeping as necessary.
- Support the Welfare & Accommodation Manager to manage the laundry system.
- Report any disciplinary issues to the Centre Manager and Welfare & Accommodation Manager.
- 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. Follow up action plans/actions taken to promote students welfare.
- Cover the Welfare & Accommodation Manager duties on their day off.
- Carry out meal time, free time and night time supervision duties as required.
- Perform daily classroom checks and follow up on absences.
- Monitor and supervise ill/ injured students staying in the residence
- Assist the Welfare & Accommodation Manager to ensure that residences are cleaned and maintained to a high standard at all times.
- Encourage all students to participate in all activities.
- Complete Administration for Medicine Training so that you can administer medicine as well as First Aid

Centre

- Work with Centre Manager, Welfare & Accommodation Manager and Centre Administrator to ensure smooth running of programs.
- Build rapport with the residence and work closely with them to resolve any rooming problems.
- Assist CM and WAM on arrival and departure days.
- Assist CM and WAM with rooming allocations.
- Assist CM and WAM with leading and recording fire drills.
- Ensure all information on emergencies/fire drills/Health & Safety is displayed correctly and clearly.

- Respond to all requests/correspondence from Management in a timely fashion.
- Inform CM of any issues/incidents immediately.
- Be aware of all BSC YL regulations and procedures.
- Actively encourage participation whilst hosting student journey questionnaires.

Social Programme

- Participate in activities enthusiastically as per timetable.
- Encourage all students to participate fully in the activity programme.
- Promote and update the activity programme using posters, noticeboards, sign-up sheets and in communicating with the students.
- Manage time appropriately by arriving early to set up activity and gather resources.
- Attend and participate in activity team meetings.
- Accompany and fully supervise students on excursions.
- Be familiar with excursion destination and itinerary.
- Ensure safety of students at all times.
- Attend and participate in pre-excursion briefings.
- Communicate the weather forecast to the group before leaving so they are prepared.
- Ensure students are wearing their wristbands and lanyards with visible student ID and emergency contacts.
- 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.
- Carry a first aid kit on the excursion.
- Complete regular head counts and dynamic risk assessments.
- Consult the Risk Assessment before every excursion.
- Cover assigned social programme duties of 'off-duty' Activity Welfare Leaders.

Pastoral Care

- Provide welfare support in line with centre safeguarding policies when required
- Look after an assigned group of students throughout the week (where necessary).
- Monitor and support students who are having difficulty settling in.
- Inform all team members about important welfare information (allergies, medical conditions, medications)
- Collaborate with team members to ensure safety and security within accommodation.
- Provide basic first aid to injured students.
- Attend the hospital with a sick or injured student.
- Intervene in situations of conflict or disruption between students.
- Be a role model for the students.

Transfers

- Carry out duties associated with the transfer of students, at any time, as required by the Centre Manager.
- 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 green uniform

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.
- To adhere to the 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.

Other

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

- Attend onsite induction to be hosted by Welfare & Accommodation Manager.
- Work positively as part of a team.
- Take responsibility for updating the rota of any shift changes or sick 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. 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.
- To carry out any duties as may be reasonably assigned by the Centre or Welfare & Accommodation Manager.
- Comply with the BSC Positive Engagement and Conduct Policy

- Familiarise yourself with the Operations Manual

Required Experience & Skills

Essential

- Experience of and enthusiasm for working with children/teenagers
- Fluent or near-fluent in English or English as an Additional Language (EAL)
- Ability to work well in a team
- Experience as an AWL or similar role in a summer/language school setting
- 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
- Excellent communication and organisational skills
- Flexibility in working hours and willing to work hard

Desirable

- Senior 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.