

Summer School Welfare Officer

Reports to: Centre Manager

Hours: 6 days per week

About NCG

NCG is a specialist college providing English Language courses to international students. We have two year-round adult schools, located in Manchester and Liverpool, and we provide summer courses for students aged 12-17 in locations across the UK. On our summer courses, students combine studying English with an exciting activity programme.

With more than 10 years' experience of teaching English, we have developed a strong reputation for our high-quality teaching and friendly staff.

The role

You will have previous experience in a summer school position, and an excellent awareness of how a summer school operates. You will be able to think on your feet and be ready to address any situations as and when they arise.

You will need to obtain an enhanced DBS check, and a Level 2 Safeguarding certificate as well as a first aid certificate.

The role includes:

- Responsibility for individual students, including keeping any paperwork related to their stay up to date and meeting with them on a daily basis
- Being known and approachable to students, staff and Group Leaders for matters of welfare, and being available at designated times
- Helping students adjust to the UK and understand school rules and safety information.
- Promoting a safe, inclusive, fun and rewarding school culture and ethos
- Using the NCG CRM, Fidelo, to keep track of student arrivals and departures, parental consent forms, student allergies etc
- Ensuring daily log is completed every day, and ensuring all records are kept up to date (incident and accident reports, fire drill log, night duty log etc)
- Responsibility for locating students who are late for classes/activities and ensuring they go to their class/activity
- Responsibility for students who may be unwell, booking appointments for doctor/dentist and accompanying them to doctor/dentist/hospital when necessary
- General health and safety (checking classrooms, accommodation and other areas on a regular basis for potential hazards)
- Checking student bedrooms and kitchens on a regular basis to ensure that no damage has been caused.

- Keeping risk assessments up to date and ensuring staff read relevant risk assessments
- Assisting students with laundry at designated times
- Assisting with student arrivals and departures (checking students in on our online system, checking rooms, collecting keys)
- Assisting with student, staff and Group Leader inductions
- Working with the Centre Manager to create the weekly room list, and allocating students to bedrooms
- Undertaking any other duties to assist in the day-to-day running of the summer school
- Providing feedback and a report at the end of summer school.

NCG Expectations of All Staff

- To work within British Council guidelines - BC inspections may take place while the camp is in operation.
- To consistently ensure the welfare of the students remains paramount.
- To be fully engaged in all areas of summer school work.
- To live on-site, board and lodging provided as part of the salary package
- To carry out all tasks concerned with the setting up, administration and closing down of the course as advised by line management.
- To address any student, Group Leader or host site representative issues, complaints or suggestions by ensuring that the relevant NCG staff are made aware.
- To act in a professional manner with all of NCG's agents, clients and staff.
- To assist all students, Group Leaders and NCG agents to derive the maximum benefit from the course.
- To protect the property and equipment of the campus and NCG, maintaining security and avoiding loss and/or damage in the residence.
- To wear NCG uniform at all times while on duty. Any uniform supplied by NCG is to be returned at the end of employment.
- To read and be fully conversant with all documentation and manuals relating the role prior to the start of the period of employment.
- To carry out any other duties as may be reasonably assigned by the JSS Programme Manager
- To provide feedback at the end of your contract

Requirements

- Safeguarding level 2 certificate and first aid certificate, or willingness to acquire these
- Previous experience of working with children or teenagers in a welfare/safeguarding capacity
- Ability to organise own workload
- Good time management, interpersonal and communication skills
- Flexible and adaptable, with a willingness to sometimes work unsocial hours

Working with children and young people under the age of 18, vulnerable adults, and students with special educational needs and disabilities.

All employed personnel are required to follow and adopt New College Group procedures and policies relating to children and young people under the age of 18, vulnerable adults and students with special educational needs and disabilities.

At all times, employees should reflect care and concern, and ensure that children and young people under the age of 18, vulnerable adults and students with special educational needs and disabilities are fully supported and responded to in a positive supportive manner.

All employees must demonstrate positive attitudes and commitment towards ensuring appropriate support structures, resources, facilities, or individualised learning or special educational plans are in place and fully implemented.

All employees must undertake appropriate training to ensure that they are fully versed with all relevant safeguarding procedures and policies and must demonstrate appropriate understanding of how these policies relate to their own individual work programmes, or areas of responsibility.

All employees will be required to undertake, as deemed appropriate from time to time, mandatory training with regards to safeguarding and general health and safety, and welfare of students, children and young people under the age of 18, vulnerable adults and individuals with special educational needs and disabilities.