

Student Welfare Officer

Job Description 2023



Job Title: Student Welfare Officer (SWO)

Line Manager: Centre Manager

Pay Rate: £400 to £525 per week + 12.07% holiday pay. Salary is paid weekly in arrears and the final salary payment includes accrued holiday pay.

Returner Bonus: If you have worked for Churchill House previously you will receive a £100 Returner Bonus, paid with your first payroll.

General Overview

SWOs are responsible for providing support and supervision to students at our schools, particularly those travelling without a Group Leader. SWOs are not solely responsible for looking after students – all staff members are required to take part in supervision duties – but will meet with students regularly to pass on information and handover responsibilities where necessary. SWOs will also accompany students to act as their Group Leader at key times such as medical visits and Full Day excursions.

SWOs are responsible to the Centre Manager.

Specific Duties

- Take a lead role in supervision duties for all students, working alongside AL/teacher colleagues and management
- Ensure two-way communications with individual students; meeting them daily (where possible) to pass on information and identify any problems that they may be experiencing, communicating to management and other staff on their behalf
- Ensuring that individual arrivals/departures run smoothly: meet/greet new arrivals; provide inductions; guide them to/from meals, testing and activities in the first 48 hours after arrival; look out for welfare issues (e.g. homesickness) and work with the centre manager to resolve them. Accompany students to and from airports on transfer dates, if required
- Implement company policies and procedures on safeguarding and student supervision
- Coordinate with other staff members to provide cover for the SWO while off duty/unavailable
- Take part in activities and excursions as the Group Leader for the individuals, providing supervision and encouragement, and working alongside ALs and Teachers
- Take part in daily supervision activities e.g. wake up duties, meal duties, lights out/night duties
- Mentor individual students while they are with us; providing encouragement, support and pastoral care
- Keep accurate records on student attendance, welfare issues etc.
- Take regular roll calls, chasing absences and recording attendance
- Work any pastoral duties that form part of weekly rota

- All SWOs will be required to take an online Level 1 Safeguarding course as a condition of employment

General Duties

- Work with enthusiasm and to the standard expected by Churchill House
- Ensure that students do not breach the rules of the school
- Represent Churchill House professionally in communications/interactions with its customers: the students and group leaders
- Engage with students in a friendly but professional manner
- Assist at any time, whether on duty or not, with any emergency, disciplinary or student welfare situation
- Read, understand and be prepared to action Churchill House policies relating to the role and to student welfare, particularly:
 - CHSC Safeguarding Policy
 - Health & Safety

Hours of Work

The standard working week is 48 hours with one day off every week on average. SWOs are required to agree their working hours with the Centre Manager in advance to ensure availability at peak times. Hours may be unsocial and include early/late starts, split shifts, weekends and Bank Holidays. Because of the nature of summer school it may be necessary to work more hours in an individual week, for which time of in lieu will be given later in the course – the SWO is expected to monitor their own hours and report any owed time to the Centre Manager on a weekly basis. SWOs will be required to work night duties (11pm until 2am) after which they may be required to remain on call in their accommodation.

How to Apply

To apply for this position please send a cover note and C.V to recruitment@churchillhouse.co.uk or you can send a copy of your CV using the form at www.churchillhouse.com/recruitment

Person Specification – Student Welfare Officer

Criteria	Essential	Preferable
Personal Attributes	<ul style="list-style-type: none"> • Enthusiastic about the role • Confidence • Energetic and motivated • Get up and go attitude • Friendly and approachable • Responsible attitude to working with children and young adults • Good Communicator • Enjoys working with children and young adults • Professional attitude to work and the care of students 	
Attainments/Competencies	<ul style="list-style-type: none"> • Ability to speak English clearly and coherently to large groups of people 	
Qualifications	<ul style="list-style-type: none"> • Good Standard of Education 	<ul style="list-style-type: none"> • First Aid qualification • Safeguarding qualification
Previous Experience	<ul style="list-style-type: none"> • Experience of working with children/young people 	<ul style="list-style-type: none"> • Previous summer school experience • Previous experience working in a residential environment
Physical Abilities	<ul style="list-style-type: none"> • Ability to lead groups for long periods of time (e.g. during excursions/walking tours) • Able to lead and take part in sporting activities 	

WE RESERVE THE RIGHT TO AMEND OR ADD TO THIS JOB DESCRIPTION IN RESPONSE TO COMPANY NEEDS

Student Welfare Officer Sample Timetable

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Morning	Wake Up Duty	Wake up	Wake up		Wake Up Duty	Wake Up Duty	Room Checks (1hr)
	New students to class	Duty Admin (2hrs)	Duty Admin (2hrs)		Arrival/Departure planning (2hrs)	Full Day Excursion – Lead Indivs	Departures /Arrivals (2hrs)
	GL Meeting						
	Admin (3hrs)						
	Lunch	Lunch	House duty		Lunch		
	Duty	Duty			Duty		
	House duty	House duty		Day Off	House duty		
Afternoon	Indiv meeting	Indiv Meeting	Indiv Meeting Admin (1hr)		Indiv Meeting		Room Checks/ Arrivals (3hrs)
	Dinner Duty		Dinner Duty		Dinner Duty		Dinner Duty
Evening	House duty		House duty		House duty		Meet Arrivals (1hr)
	Lights Out	Lights Out				Lights Out	Lights Out
	Night Duty	Night Duty				Night Duty	Night Duty

Note: SWO duties are not organised into regular sessions and daily hours may vary. SWOs are expected to manage their own time effectively

Safer Recruitment Statement

Churchill House is committed to providing a safe, secure environment for its students and expects all employees to have a positive attitude towards the care of students and play a full role in implementing all our Safeguarding policies. As part of our Safeguarding policy we operate a Safer Recruitment policy which aims to ensure that employees are suitable people to work with children and young adults before employing them in our organisation.

As part of our safer recruitment policy all applicants will be required to:

- Submit a full chronological CV. You will be required to explain any gaps in your employment history.
- All employees will be required to sign a Children Act declaration to state that they are not barred from working with minors. Providing false information on this form is a criminal offence under UK law.
- All employees will be expected to provide proof of identity and all relevant qualifications (originals only) – photocopies will be taken for our records.
- Overseas residents will be required to provide a recent certificate of good conduct (COGC) from the relevant local authority in their country of residence.
- Provide suitable references (see below)
- Undergo DBS checks (see below)

All offers of employment are subject to the successful completion of this process. Any failure of the employee to provide accurate and timely information could result in their contract being cancelled with immediate effect.

Reference checks

All applicants will be asked to provide the contact details of suitable professional referees who have knowledge of your work and personal conduct. These referees should be your most recent employers, wherever possible, but we may also approach your other former employers. Personal references are not usually acceptable. All references will be taken up before employment and they will be asked specifically about your suitability to work with under 18 year olds.

New applicants to Churchill House will be asked to provide two referees. Returning staff, who worked for the company in summer 2018 or 2019 will be asked to provide one referee who must be able to give an up to date reference

Background checks for overseas residents

All non-UK residents and non-UK nationals will be required to provide a recent Certificate of Good Conduct (COGC) from the relevant local authority in their country of residence/origin.

DBS checks

All employees are required to have a valid Enhanced DBS certificate, regardless of whether you are a UK resident or not.

Employees who have subscribed to the DBS update service and can also provide us with the original DBS certificate for checking are not normally asked to undergo a new DBS check, provided that the certificate

covers the contracted role. All other employees must undergo an Enhanced DBS check for which they will be asked to contribute 50% of the cost, deducted from the first payroll.

Failure of the employee to complete the DBS application in good time could result in the immediate cancellation of the contract, though employees who have completed the application and are at the final stage of processing (awaiting final certificate issue) may be employed in a more restricted role with additional supervision until the certificate is issued. Continued employment under such arrangements is at the discretion of the Summer Centres Director and will be reviewed weekly.

DBS checks returned with adverse information (i.e. a criminal record) will be assessed according to our Safeguarding policy and a decision made by the Summer Centres Director as to whether the person can be employed. Should the person already be working for Churchill House they will be suspended without pay and asked to leave campus until the issue is investigated to the company's satisfaction.

Data Protection Statement

All personal information gathered by Churchill House about applicants and employees will be handled in the strictest confidence and protected according to this policy.

All applicants will be asked to provide information that will allow us to make decisions about your employment. If, for whatever reason, you are not subsequently employed, all information relating to your application (including emails, forms and submitted documents) will be deleted completely by the end of the calendar year.

Churchill House will review and reduce employee data in HR systems at the end of each calendar year. If you are not subsequently re-employed your data (including emails, forms and submitted documents) will be reduced to that required to provide a suitable reference for a maximum of 5 years, though information relating to payroll and Safeguarding will be kept in line with UK legal requirements.