

Administrator/Welfare Officer, Non-residential, Queen's Gate 2019

In our [2018 British Council inspection](#) we were awarded 14 strengths out of a possible 15.

Job Overview

You will welcome students and their parents, take responsibility for course administration and assist the Centre Manager and other staff with a variety of tasks. You will help to supervise students at break-time, on museum trips and during afternoon activities (e.g. arts & crafts, team building games, dance, sports days). You will also act as Welfare Officer, deputy Safeguarding Lead and deal with any first aid issues.

Person Specification

Role	Administrator/Welfare Officer		
Reporting to	Centre Manager/Director of Studies		
Dress Code	Smart casual (i.e. No casual jeans, T-shirts, shorts or open sandals). When supervising activities, you will wear sportswear (no short shorts or revealing T-shirts)		
	Essential	Desirable	Method of assessment
Qualifications		<ul style="list-style-type: none"> First Aid qualification (<i>Discovery Summer will pay for a 1 day First Aid course if necessary</i>) 	<ul style="list-style-type: none"> Proof of qualifications
Experience	<ul style="list-style-type: none"> Previous experience of working with children/teenagers Proven capacity to work alongside colleagues, contributing effectively to a team Proven ability to work to exacting standards with an eye for detail Demonstrable inter-personal and customer care skills 	<ul style="list-style-type: none"> Working with international students Experience of planning and leading activities and/or off-site trips 	<ul style="list-style-type: none"> Application form and CV Interview Professional references
Skills and Knowledge	<ul style="list-style-type: none"> Good working knowledge of Word and Excel Genuinely enjoys working with young people Provides a clear and accurate model of the English language Able to work comfortably in a fast paced, intensive environment 	<ul style="list-style-type: none"> Experience of other IT packages Experience of photography and writing blog posts Experience in behaviour management 	<ul style="list-style-type: none"> Application form and CV Interview Professional references
Personal attitudes and qualities	<ul style="list-style-type: none"> Organised and reliable with good administrative skills Professional, culturally aware and genuinely enjoys working with children/teenagers Hardworking, creative, energetic and committed to professional growth and development Can take initiative to ensure the student experience, their safety and welfare is the priority 	<ul style="list-style-type: none"> Ability to deal with a range of situations simultaneously and to work under pressure 	<ul style="list-style-type: none"> Application form and CV Interview Professional references

Course Dates

Course Centre	Staff Induction and set up	Course Dates	Contract Length + pre-course induction	Age Range
London - Queen's Gate Kensington	Saturday 22 June, Sunday 30 June	Monday 1 July – Friday 9 Aug	6 weeks	7-13 years

Working Hours

- Students are on site Monday - Friday from 09.00 –17.00
- You will need to arrive by 08:30
- You will normally finish by 17:15
- You may occasionally be asked to arrive earlier and/or leave later if necessary

Salary and benefits

- **£395 per week + £15 supplement for qualified first aiders**
- Two day paid induction (pro-rata)
- Statutory holiday pay: **£47 per week** (calculated at 12.07% of gross salary)
- Work as a part of a strong team, gain experience working with international students, develop new skills

Pre-Course

- Read the Staff Handbook and raise any queries you may have with your line manager
- Attend the course induction on Saturday 22 June and Sunday 30 June 2019

Admin/Customer service

- Ensure that the course centre is ready for student arrivals each Monday morning
- Welcome students (aged 7-13) and their parents/guardians at the school entrance and take morning register
- Inform Centre Manager of non-arrivals and contact parents/guardians as required
- Ensure that all notice-boards are attractive and up-to-date
- Submit orders for lunches and tuck shop
- Submit stock orders and ensure all stock is stored correctly
- Minute meetings and ensure they are circulated to staff
- Help staff with general duties (e.g. showing new students to their classroom, photocopying, preparing end of course certificates, assisting with end of week presentations)

Museum trips

- Prepare risk assessment and staff schedule for each museum trip
- Assist teachers with supervision of students on local museum visits
- Take photos for blog posts

Supervision duties

- Assist with afternoon activity supervision
- Supervise communal areas during break/lunch times and ensure they are kept clean and tidy
- Assist teachers in the classroom if required

Publicity (in conjunction with other staff)

- Take weekly class photos and order them in time for Friday presentations
- Take photos of activities and update the blog

Welfare duties

- Act as Welfare Officer and look after any students who are unhappy or not feeling well
- Act as deputy Designated Safeguarding Person (Discovery Summer will pay for relevant training)
- Act as a nominated first aider (Discovery Summer will pay for a 1 day first aid course if necessary)

Other duties

- Give timely, constructive feedback to your line manager
- Help pack up the course centre as required
- Carry out any other reasonable duties

All Discovery Summer Staff must:

- Commit to safeguarding and promoting the welfare of all course participants (students, staff, group leaders and Discovery Summer visitors) at all times
- Provide the best possible language learning, social and cultural experience for the students
- Provide a high-level of customer care to students and all those associated with them
- Work cooperatively with both Discovery Summer colleagues and host centre staff
- Follow the guidelines in Staff Handbooks regarding the standards expected in your job and how to deliver them
- Maintain confidentiality (in accordance with Discovery Summer's Data Protection Policy)
- Complete all documentation as required
- Carry out directions from Head Office and comply with all legal and professional organisation requirements
- Present yourself well; being of smart appearance, appropriate to the role and using appropriate language
- Act in a thoroughly professional manner so as to uphold the good reputation of Discovery Summer

Discovery Summer's policy regarding alcohol, smoking and substance abuse

You are working with children. Consuming alcohol and substance abuse are not permitted at any time in the building or during working hours. Smokers may only smoke in designated areas when off duty. Staff must be fit to supervise students at all times. Failure to abide by these rules will be treated as a serious disciplinary matter and could lead to immediate dismissal.

Last updated: 13/12/2018