



ABBNEY COLLEGE IN MALVERN

Abbey College in Malvern Ltd.
253 Wells Road Malvern Wells
Worcestershire WR14 4JF
Tel: +44 1684 892300
www.abbeycollege.co.uk
enquiries@abbeycollege.co.uk

Welfare Assistant Job Description

School Profile

The Abbey College is an international co-educational boarding school based in Malvern, Worcestershire. During the academic year (September to June) we have up a number of students, from many different countries, aged 14 years plus, studying a variety of courses, including IGCSEs, A Levels and (pre university) Foundation. The majority of these students live at the College.

In addition to this we also run short course groups throughout the year from countries like France, Russia and Italy, and a residential summer school for ten weeks (100 - 200 students per week) from mid-June to the end of August.

Candidate Profile

The ideal candidate will have a keen interest in student welfare; enjoy working with international students; be customer orientated and performance driven; understand how to motivate and animate teenagers; be enthusiastic and committed with stamina and a positive attitude. We are particularly interested in people that have relevant skills to share with our students, like a sport, a hobby, a Life Skill, etc. Experience an advantage, but not essential.

Overview of Role

This is an important role in the College with responsibility for the welfare, safety and pastoral care of the students during their stay.

The main areas to the role are:

- Ensuring the overall welfare and safety of all students is our top priority.
- Being responsible for the well-being and motivation of our international students.
- Assisting to enhance the 'student experience'; the area of college life which falls outside the time when they are studying in the classroom. This could include extra-curricular activities, excursions and life skills.

Working Hours

- In a typical week you will be expected to work for up to 38 hours but no more than 48 hours during busy periods. This will usually take place over 5 or 6 days per week.
- The hours of work will be those necessary to fulfil the responsibilities of the role and can be during the daytime or evenings and include residential duties.
- Working days can be any days of the week.
- When possible days off will be given consecutively.
- Work patterns change according to the weekly rota.
- Hours of work will vary according to the requirements of the clients we have in the College, the number of students in the College and the needs of the College. The workload varies at different times of year so flexibility is required.
- You will be required to attend staff work days prior to and after each academic term.

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Abbey College in Malvern Ltd (Number 08661073)

Registered in England and Wales. Registered office: 253 Wells Road, Malvern, Worcestershire, WR14 4JF

Member of ENGLISH UK, Accredited by the British Council for the teaching of English as a Foreign Language, DfES Reg. No. 8856026

Main Responsibilities

Extra-Curricular Programme

- Creating a positive and supportive environment, where students feel as 'at home' as they can; helping students in their personal development using whatever methods are appropriate; and encouraging students to participate in activities, excursions, events outside the College, etc.
- Providing ideas for the extra-curricular programme and help develop the content to include a range of exciting and engaging activities and excursions during the academic year and/or summer
- Participating enthusiastically in the extra-curricular programme
- Assisting in preparing equipment for an activity on the extra-curricular programme
- Ensuring the students are safe and supervised all times during activities on the extra-curricular programme
- Being aware of, and follow, health and safety procedures and risk assessments

Welfare

Specifically as a Welfare Assistant you will ensure that:

- Appropriate, high-quality care is given to boarders of all ages and the special needs of each visiting group are met
- You deal promptly and professionally with daily welfare issues and any complaints
- Provide administration support for the Welfare Manager
- All paperwork and systems required are organised and ready for College inspections
- Regular student feedback is requested and comments acted upon where appropriate
- The provision of medicine follows College procedures and policies

General Duties

- Encouraging the students to speak English at every opportunity
- Helping ensure students do not breach the College Rules
- Help ensure students behave so health and safety is promoted within and outside of the College
- To help keep the College tidy and presentable
- Dealing with disciplinary problems in a firm but caring manner, and to consult with your Line Manager or the Principal in any matter of serious concern
- To attend all necessary meetings

Safeguarding & Child Protection

- Keep up-to-date with all safeguarding a child protection issues
- Being alert to any potential safeguarding issues at all times

Qualifications and Experience

Essential requirements:

- Ability to demonstrate good time-management, problem solving capabilities and organisational skills
- Be flexible, have a caring disposition and be able to keep calm under considerable pressure
- Ability to motivate young people and to develop a culture of mutual respect
- Competence in administrative IT skills (Word, Excel, PowerPoint, e-mail)
- An awareness of and ability to respond to the special needs of individual boarders, including those from different cultural backgrounds.

Desirable, but not essential:

- Candidates should have experience of working with/supervising teenagers and young adults
- Demonstrate cross cultural awareness and understanding

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- Experience of residential boarding school life

“The Abbey College is committed to safeguarding and promoting the welfare of children and young people and expects all current and prospective staff to share the same ethos. The successful applicant can only begin work at the college once they have completed Barred Lists (previously referred to as List 99) and DBS checks, and the college has received and verified two satisfactory references.”

The above does not form a contract in its own right and should be read in conjunction with your contract, the Abbey College Staff Rules & Disciplinary Procedures, and Welfare & Residential Staff Terms and Conditions.

I acknowledge receipt of the above job description which may be subject to change from time to time according to the College’s needs.

Signature _____

Date _____

Signed on behalf of the Abbey College

Date : _____

The most important requirement is the applicant is enthusiastic, energetic, outgoing and keen to make a decisive contribution to all the aspects of the College.

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