



Job Description

Activity Manager/Welfare Officer

LANGUAGE IN ACTION

Originally established in 2014, Language in Action is passionate about helping our students put their language skills to good use, by giving them unique learning experiences at our schools in the UK.

We put students in situations where they actively use their knowledge and their communication skills in real-life situations, and it's rewarding to see them using language in action. With our programmes, students gain so much more than classroom learning. Our students gain life experience, and a deeper understanding of the culture of the UK.

As part of Malvern International, Language in Action is perfectly placed to offer exciting and dynamic study experiences inside and outside the classroom.

OUR MISSION

Our mission is to provide international students with essential academic and English language skills, cultural experiences and the support they need to thrive in their academic studies, daily life and career development.

OUR VALUES



Line Manager:

Centre Manager

Line Manager Reports to:

Operations Manager/Summer Operations Manager

Responsible for:

The Activity Manager/Welfare Officer is directly concerned with the welfare and enjoyment of international students. The AM is also responsible for all aspects of the activities and social programmes, leading the activity staff and supporting the Centre Manager in all aspects of summer school management and child protection. Responsible for welfare and safeguarding of all students in the centre and in any other activity if necessary. Cover arrangement: Centre Manager for day by day operations including activities. Safeguarding Level 3 for Welfare and Safeguarding duties.

Purpose:

Managing the team of activity leaders to ensure that students enjoy a safe and varied social programme that enhances their overall experience of the course and contributes to the development of their language skills and cultural understanding. To ensure welfare and safeguarding of all students according to company policies and procedures.



General Responsibilities and Tasks

- Represent the company professionally at a local level, implementing company policies and effectively/accurately communicating them to staff and the venue as necessary. Act in a professional and appropriate manner with all of LiA/Malvern International's agents, clients, students, host campus staff, and LiA staff; furthermore, not to engage in any activity which may bring LiA/Malvern International or the host campus into disrepute.
- Ensuring that all LIA policies are carried out fully, including: full induction of centre staff and students, managing and supporting staff effectively, giving accurate feedback to Head Office on all staff according to LIA/Malvern International procedures; Managing the production of a staff rota that should provide adequate staff to supervise and manage centre activities at all times, in lines with LIA/Malvern International's policies.
- Act always in accordance with the company policies outlined in the staff handbook, maintaining an approachable, but professional and appropriate attitude towards all students, activities leaders, staff, external providers and hostcampus staff.
- Wear the Language in Action uniform.
- Attend a training day, or days, before the start of the course, and thereafter to attend any staff meetings considered necessary by the management team.
- Assist in the set-up, opening and closure of the centre.
- Read, be fully conversant with, and act in accordance with the staff handbook, company policies, relevant Child Protection documents and all risk assessments prior to the start of the period of employment (documents supplied prior to the start of employment). Remaining vigilant in all matters of student welfare and reporting issues or concerns to an appropriate member of staff/the Welfare Manager.
- Ensure that the company's Health and Safety guidelines are followed, both onsite activities and excursions.
- Be involved in any activity necessary for the smooth running of the centre and to improve students' experience.
- Take part in social activities and events and motivate all Activity team to join LiA events.

People Management Responsibilities

- Activity Managers will be the named Welfare Officer ensuring the Safeguarding of the students at the centre, whilst maintaining school rules, policies and procedures.
- Assisting in the organisation of student arrivals and departures; this may include checking arrival times, handling room allocations, giving a welcome talk, arranging the provision of food when necessary and a tour of a campus. On departures, checking rooms for damage and ensuring that buses leave in on time to make transport connections.
- Liaise with the team of LIA staff at the centre, developing a team spirit inclusive of all staff, and a friendly and co-operative atmosphere.
- Ensure that students are always supervised – implementing a rota involving all staff to cover all periods of the day.



- Ensure the safety of all students and staff by implementing and managing LiA policies on Health & Safety; acting as primary point of contact over H&S issues; fostering a positive attitude to H&S amongst all staff, leaders and students, reporting H&S issues to Head Office as necessary.
- Hold and keep minutes records for the meetings you have (including an end of course report) and assist in running the centre within the agreed budgetary guidelines.
- Carry out risk assessments for all activities and excursions. Identify any risks relating to activity/age group, plan to reduce the risk with the supervision of the Welfare Manager and provide staff briefing as necessary. Completed risk assessments should be filed for future inspection.
- Organise and schedule all aspects of the work of the team of Activity Leaders and ensure that they are involved in the activity programme throughout their stay, both in terms of communication and active participation in supervising their students during the activities.
- Be available to activity staff during working hours and, for an agreed period, before and after activities.
- Ensuring students are prepared for departures and all luggage is collected (some unsociable hours).
- For residential staff, to supervise the students during activities, meals and free time they have. To supervise the students, have packed meals before inspections.
- Help Centre Manager to create the weekly staff rota, ensuring that the activities are sufficiently well staffed for smooth and safe running.

Activities Responsibilities

- Research, plan and coordinate full and half day excursions as included in the social programme. This includes confirm transfers, venue bookings with suppliers well in advance of each excursion. Update, confirm or cancel any booked activities, excursions, venues, transfers or entrances in line with the supplier's cancellation terms.
- Ensure that Activity Leaders are motivated & equipped with the correct information and resources to lead successful excursions.
- Prepare and supervise the Senior Activity Leader in name lists, coach signs, excursion information packs and emergency information and contact numbers for all excursions.
- Promote and publishing and optional excursions and activities to groups on site in cooperation with LIA Head Office.
- Establish a good working knowledge of the centre and surrounding area.
- Organise and promote on-site activities and events, ensuring they are adequately supervised, and that activity staff participate fully in such events.
- Ensure that the campus activity programme provides quality, variety, and is suitable and age appropriate.
- Confirmation of all social programme, room bookings and keeping up to date records of any changes or additions made.



- You will be required to supervise activities and should be prepared to work unsociable hours as required—for example, when students need to be taken to or from the airport, or on disco night.
- Prepare, maintain and update the LIA notice boards and signs to ensure students, staff and leaders are kept informed of all activities and have a known and clear source of information, ensuring that LIA has a visible presence in the centre.
- Ensure that students and GLs adhere to the code of conduct laid down by the company, and liaise with the Centre Manager, DoS, and Activity Leaders on issues of student welfare and behaviour.
- Coordinate with the Centre Manager and Director of Studies on matters of timetabling, to ensure academic and activity schedules fit seamlessly together, including the correspondence of group schedules, student numbers, activity programmes and contracted teaching hours. Additionally, to cooperate fully in the compilation of staff rotas, and remain in clear and open communication during working hours.
- Ensure teaching staff are informed of activities and excursions so that they have adequate time to use excursions' materials during lessons.
- Work with the Centre Management team in taking an active role in the promotion of the welfare of all LIA students, agents, and group leaders always, and in stressing the importance of good welfare practice to all members of staff.
- Ensure all activities are risk assessed and induct staff on this matter.
- Responsible for Health & Safety of all students.

SAFEGUARDING DUTIES

- Responsible for inducting staff and students on Safeguarding and Health & Safety policies and make sure they act in accordance with them. Responding to child protection allegations.
- Ensure all students are at the meeting points and supervised during daily activities and meals.
- Work in accordance with safeguarding policy and apply it to all activities.
- Responsible to ensure Welfare forms are collected from all parents.
- Liaise with CM when a student can't attend classes/excursions to ensure they are supervised, if necessary remain in campus with them. Report absences or safeguarding issues to CM.
- Give students time slots to ask questions or report issues etc. and liaise with CM.
- Make sure there is proper ratio of staff in campus and on excursions, and any other activity.
- Make sure there is a proper number of supervising staff when students can't attend classes/excursions, if necessary remain in campus with them.
- Update and be responsible for the Accident Book and take proper action promptly.
- Fulfilment of all duties and responsibilities of at least Safeguarding Level 3.



Person Specification

QUALIFICATIONS

Essential:

- Very good level of spoken and written English (CEFR B2 minimum)
- DBS check/Police check or similar according to your country
- Good numerical skills to undertake a variety of tasks, e.g. maintaining accounts for classroom activities, producing reports
- Good literacy skills to undertake a variety of tasks, e.g. minute taking, maintaining diary(ies) producing correspondence
- Very good ICT skills, e.g. production of reports, correspondence, inputting / updating information
- Operate relevant equipment / complex ICT packages (e.g. Microsoft Office, Word, Excel, Outlook)
- Eligibility to work in UK

Desirable:

- Educated to Degree level standard or equivalent
- First Aid/Lifeguarding Certificate
- Safeguarding Level 2
- Child supervision or equivalent certificate
- Tour Guide certificate
- Summer school experience
- Experience with BC Inspection

SKILLS KNOWLEDGE AND ABILITIES

- Excellent communicators
- "Can do" approach to work
- Ability to work under pressure and in a stressful environment
- Energetic, sociable and enthusiastic
- Experience as manager in similar positions would be great
- Problem solving

PLEASE NOTE

Short-term language courses, by their very nature, require a degree of flexibility. The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the company has the right to update your job description, from time to time, to reflect changes in, or to your job.

You will be consulted about any proposed changes.

ROOM AND BOARD

Full board accommodation including single room, breakfast, lunch, and dinner is provided. Employees living on-site will be expected to assist with extra duties, including early morning departures, late arrivals and curfew supervision.



PAY AND CONDITIONS

Weekly salary: **£508.80** (gross salary).

The posts are offered on a residential full-board basis. Working hours will vary from centre to centre according to student numbers, frequency of intakes and staffing structures. Weekend/late evening work may be required. It would be to your advantage to open a British bank account otherwise the only option we have for foreign account is to pay you at the end of your working period. All the international bank fees are paid by the employees and deducted from the salary. If you have a British bank account, you will be paid every four weeks.

HOW TO APPLY

To apply for this position, fill up the application form you find on our [website](#) and send a CV to recruitment.lia@malvernplc.com.

SAFER RECRUITMENT POLICY

Language in Action is committed to safeguarding and promoting the welfare of its students aged under 18 and expects all stakeholders and members of staff to share this commitment.

Language in Action operates a strict safer recruitment according to our safer recruitment policy and all staff will have checks made on their suitability to work with children prior to confirmation of employment.

All applicants will be required to supply an up-to-date CV (all gaps will be investigated) and the contact details of 2 suitable references (including former employers) which will be followed up prior to employment. The referees will be asked specifically about applicant's suitability to work with children.

All staff will be required to undergo an Enhanced DBS (Disclosure & Barring Service) check unless they provide details of their DBS Update Service subscription. Appropriate local police checks will be required from applicants living overseas. If applicants lived for more than 3 months in different countries within the previous 5 years, they will be required to provide a police check from each different Police country Department.

All staff will be required to provide proof of identity and all relevant qualifications (originals only) – photocopies will be taken for our records. They will also be required to sign a 'Suitability to work with Children Declaration' to state that they are not barred from working with minors.

Offers of employment are subject to two satisfactory references and a satisfactory Enhanced DBS / police check.