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## Language in Action

(part of Malvern International)

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PART OF MALVERN INTERNATIONAL

## Job description: Activity Manager/Welfare Officer

**Line Manager:** Centre Manager

**Line Manager Reports to:** Operations Manager/Summer Operations Manager

**Responsible for:** The Activity Manager 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 understanding of child protection.

Cover arrangement: Centre Manager for day by day operations including activities.

Safeguarding Level 3 for Safeguarding Policies.

**Purpose:** 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.

## RESPONSIBILITIES AND TASKS

### GENERAL

- 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, 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 host campus 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.

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## PEOPLE MANAGEMENT RESPONSABILITIES

- 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 to 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
- 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.
- 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.
- 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 and reasonable 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 RESPONSABILITIES

- 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.
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- 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 adhere to the code of conduct laid down by the company, and liaise with the Centre Manager, Welfare Officer, 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 reasonable 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.

## **PERSON SPECIFICATIONS**

### **QUALIFICATIONS**

#### **Essential**

- Computer literate with emphasis on Microsoft word, Excel and Outlook
- Very good level of spoken and written English (CEFR B2 minimum)
- DBS check/Police Check or similar according to your country
- Eligibility to work in UK

#### **Desiderable**

- Educated to Degree level standard or equivalent
- First Aid/Lifeguarding Certificate
- Safeguarding Level 2
- Child supervision or equivalent certificate
- Tour Guide certificate

### **SKILLS, ABILITIES AND KNOWLEDGE**

- Excellent communicators
- Can do approach to work
- Ability to work under pressure
- 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 tasks outlined in this job description are subject to change and it is expected that all Language in Action staff will assist in any tasks

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deemed necessary for the successful running of the centre and for which they can be considered qualified.

## **PAY AND CONDITIONS**

Weekly salary: **£508.80** (gross salary). Holiday will be accrued in accordance with UK laws and regulations. Working hours vary from day to day and weekend/late evening work will be required.

LIA/Malvern International does not make over-time payments but over time worked may be taken as time in lieu in agreement with the Centre Manager and the LIA Head Office.

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 the 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 two weeks.

## **ROOM AND BOARD**

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

## **HOW TO APPLY**

To apply for this position, fill up the application form you find on our website (website address below) and send a CV to [emiliano.sallustri@malvernplc.com](mailto:emiliano.sallustri@malvernplc.com) or use the link on the website to send a copy:

<https://www.languageinactionltd.co.uk/work-for-us>

## **SAFER RECRUITMENT POLICY**

Language in action operates a strict safer recruitment policy and all staff will have checks made on their suitability to work with children. All applicants will be required to supply an up-to-date CV and 2 positive references.

All employees 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 employees will be expected to provide proof of identity and all relevant qualifications (Originals only) – photocopies will be taken for our records. All employees will be required to sign a Children Act declaration to state that they are not barred from working with minors.

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