

Job description and person specification

Bede's is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment.

Job description

Job Title:	Senior Welfare Manager
Reporting to:	Director of Summer School, Assistant Director of Summer School
Line management responsibility for:	Welfare Managers
Main purpose of the role	
<p>To ensure the delivery of an outstanding welfare and pastoral service in which Welfare Managers are following the correct health, safety and safeguarding procedures put in place to ensure students' safety and well-being. To provide a first-class welfare and pastoral care service to students, appropriate to their age and background, to ensure their physical and emotional well-being whilst at Bede's Summer School.</p> <p>Staff Management: To lead and manage a team of Welfare Managers competently, confidently and professionally, monitoring their performance by carrying out the appropriate checks on their departments, providing support, guidance and training where necessary to build and maintain a team of capable and fully effective welfare professionals who feel empowered to undertake their duties with a genuine desire and disposition to look after the students. To contribute to the professional development of all Welfare Managers and carry out formal staff reviews and appraisals. To participate in any staff discipline processes.</p> <p>Designated Safeguarding Lead: As the Designated Safeguarding Lead (DSL), you will hold primary responsibility to oversee all centres day-to-day implementation and management of the organisation's child protection and safeguarding policy and procedures. This key role involves acting as the first point of contact and support for each centre, for all staff regarding safeguarding concerns, ensuring that all reports are managed promptly, sensitively, and in accordance with statutory guidance and local protocols. You will be responsible for referring cases of suspected abuse or neglect to external agencies (such as social services), maintaining secure and accurate safeguarding records, and coordinating regular staff training to maintain a high level of vigilance and competence across the entire team.</p> <p>Welfare Quality Control: To ensure all welfare and pastoral policies are being adhered to, ensuring each centre is providing a first-class welfare and pastoral service. To ensure students physical and emotional well-being and provide a safe and secure environment that fosters respect, understanding, and inclusiveness in which all students can live and study happily. Updating any welfare and safeguarding policies where necessary and ensuring these are shared with staff as needed.</p> <p>Safeguarding: To support all Welfare Managers and Centre Directors at a centre level with all safeguarding concerns, ensuring that staff are recording all conduct and concerns via the Summer School Database, and they are being followed up and actioned accordingly. Closely monitoring all concerns listed on the Summer School Database and escalating these concerns where necessary,</p>	

liaising closely with the other Summer School Designated Safeguarding Leads as required and triaging concerns to the appropriate member of staff in an efficient manner.

Observations: To complete drop in observations on Welfare Managers to ensure they are conducting all welfare and pastoral duties correctly and accurately in order to create a safe and positive environment in which every student can feel empowered to make real progress during their time at summer school. Report back to the Centre Director, Director of Summer School or Assistant Director of Summer School any concerns which need addressing.

Induction & Training: To help support the welfare staff induction to train all welfare staff in relation to their welfare and pastoral duties and the schools expectations. Lead relevant CPD sessions throughout the summer for all staff.

Administration: To organise, manage and ensure that all paperwork for all centres is being completed, stored and logged, such as, welfare records, safeguarding concerns, medical records and registers in order to provide evidence of a quality welfare service whilst being compliant with the relevant regulatory bodies that accredit the Summer School. Ensuring all files are kept up-to-date, and information is confidential only being shared with relevant staff members in line with KCSIE's guidance.

Medical Care & Allergies: To ensure a first-class medical care service is available to students by managing and overseeing Welfare Managers and the care of sick students. Ensure Welfare Managers have made sure all host-school catering staff and Bede's Summer School staff are aware of students' allergies.

Dispensing Medication: To undertake the relevant training in order to dispense and administer any medication as prescribed by a Doctor, following the instructions given by the Doctor and/or as written on the medication, always maintain accurate and timely administration records on the Database.

Health & Safety, Risk Assessments and Policies: To read, understand and ensure Health & Safety policies, procedures along with the relevant risk assessments are being adhered to, for students and staff to be safe at all times. To read through all welfare and safeguarding policies and ensure all welfare and pastoral staff are abiding by these policies, updating policies where necessary and sharing these with staff as needed.

Airport Transfers: To undertake airport transfers warmly and positively, following all timings accurately, to provide a competent and professional meeting and departure service of the highest quality and with minimal waiting times.

British Council: To make sure that the welfare and pastoral service across each centre is being followed in accordance with British Council and Bede's Summer School's own policies and procedures, allowing each and every student to feel included and looked after.

Pastoral Care: To constantly be mindful of students' attitude, performance and conduct in order to ensure their physical and emotional well-being and to be the main point of contact for any issues that arise and are presented to you by the Welfare Managers or Centre Directors. Raising any immediate and serious concerns with the Summer School's Designated Safeguarding Leads to ensure these are solved quickly and accurately.

Night Emergencies: To deal with any emergency arising during the night that may compromise the security and/or safety of the students and staff, following Bede's escalation and critical incident policies.

Set Up and Pack Down: All centre staff are responsible for and required to help with the set up and pack down of the centre. This will be subject to contract length, therefore you may only be required to help with set up or pack down and not required for both.

Promoting Good Conduct: To be aware of, monitor and manage students' conduct and behaviour in order to promote a harmonious international community in which every student can be confident and unafraid to voice opinions and thrive, no matter what their beliefs, customs or differences.

Other Responsibilities: To undertake such other reasonable duties from time to time as the summer school may reasonably require.

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Person Specification

The person specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed Application Form and covering letter (A), at interview (I) and in some instances by an exercise (E).

Requirements	Essential / Desirable	Measured by A, I, E
Education and Qualifications		
Applicants with any medical training or professional qualifications in childcare, social work, education, counselling or psychotherapy are particularly welcomed	D	A
First aiders are particularly welcomed	D	A
Knowledge and Skills		
A strong and demonstrable awareness of Health, Safety & Safeguarding, specifically as it relates to residential accommodation	E	I
Efficient problem solving skills	E	I
Experience		
Minimum of 2 years experience working with children in a pastoral and/or welfare context	E	A/I
Experience of working in a residential context	E	A/I
Previous experience as a DSL	D	A
Experience of dealing with international students is preferred	D	A/I
Experience of managing staff	E	A/i
Personal competencies and qualities		
The ability to work efficiently and effectively in a fast-paced, highly changeable, highly pressured, and often challenging environment	E	I/E
Ability to solve issues and problems with/between staff and students	E	I
Other Requirements		
Driver - full driving licence	D	A/I

Additional information:

Bede's Summer School, which attracts students from 50+ countries between the ages of 6 to 20 years, is a highly successful enterprise and renowned part of the overall Bede's offering. All staff are challenged, both individually and collectively, to share the Summer School's ethos and actively contribute towards the Summer School achieving its objectives.

The safety and emotional well-being of students is paramount to the success of the Summer School experience and is a key contributor to why parents send their children, and agents send their clients, to Bede's.

Senior Welfare Managers are the main point of contact for any welfare matters that arise that the Welfare Managers need support in managing and dealing with, as such, the job holder must be committed to providing a first-class welfare, pastoral and medical care service that not only ensures students' physical and emotional well-being but also enables them to feel motivated and empowered to seize every opportunity whilst at Bede's. The Senior Welfare Manager will work collaboratively with Bede's Summer School's Designated Safeguarding Leads to support all Welfare Managers, Senior House Parents and House Parents in creating a home-from-home that fosters respect, understanding, and inclusiveness within a massively culturally diverse environment.

The Senior Welfare Manager will primarily be based at our Dicker centre, however, from time-to-time they will be required to travel to other centres to oversee the Welfare Managers as and when necessary.

Assuming responsibility for the safety and well-being of students who are away from home is a huge responsibility and the job holder will need the wide-ranging skills, experience, and expertise to provide a first-class welfare service for students, achieve and maintain the high standards required and uphold the good name of Bede's Summer School.

The ability to think quickly, show common sense and pay attention to detail in many different and often unpredictable situations is fundamental to this role. Adaptability and flexibility are critical skills, as is a cheerful, positive, and can-do attitude, which is a prerequisite of the job. Senior Welfare Managers should also be empathetic, sensitive, understanding and maintain the ability to remain calm in stressful situations whilst thinking clearly using logic and reasoning.

As well as taking responsibility for the delivery of accountabilities under their direct control, all members of the Welfare Team are expected to make a significant contribution to the overall effectiveness and running of the Summer School. The office can get exceptionally busy with many things happening at the same time; as such, high levels of resilience are required by the job holder, as well as the ability to prioritise work and work accurately and effectively in a fast-paced and often demanding office environment.

Senior Welfare Managers will maintain appropriate boundaries between themselves, Welfare Managers, Senior House Parents and House Parents under their direct leadership and with whom they come in contact during their duties. This may be particularly challenging for Senior Welfare Managers who are close in age to the staff or who have limited experience in managing a team of residential welfare staff.

Senior Welfare Managers must also maintain appropriate boundaries between themselves and the students - they can never become students' friends.

The working day is long, intense, and often quite challenging (especially on arrival days when there is a lot happening at the same time) but it is also varied and fast-paced and of course, living and working with young people can be immensely rewarding.

Even when off duty, Senior Welfare Managers must be willing to “leap into action” in case of any emergency that may arise, especially during the night.

Senior Welfare Managers are expected to lead by example and are ambassadors of Bede’s Summer School. As such, they must contribute to always upholding the good name of Bede’s, whether on duty or off duty, in uniform or not. Senior Welfare Managers must act appropriately and do nothing that may compromise or jeopardise the School’s excellent reputation in the local, national and international community.

Our goal is to give students an educational, culturally-enriching, enjoyable and memorable summer experience in a safe and supervised setting. We only employ Senior Welfare Managers who are willing to accept this responsibility and who have the necessary wide-ranging skills, experience, disposition, and commitment to help us achieve our goal of being the very best Summer School.

Reviewed: October 2025