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:	**Welfare Manager**
Reporting to:	Centre Director
Line management responsibility for:	Senior House Parents, House Parents

Main purpose of the role

To implement Bede's Welfare Policy and 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.

Welfare & Pastoral Care Service: To implement Bede's Welfare Policy and provide a first-class Welfare and Pastoral Care Service, appropriate to the age and background of the students, to ensure their 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. To refer any cases of actual or suspected physical, mental, or sexual abuse to the Safeguarding Lead, either directly or via the Centre Director.

Safeguarding: Support the Centre Director 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. Liaising closely with the Summer School Designated Safeguarding Leads where concerns need to be escalated.

Online Student Observations: To take personal responsibility for overseeing and monitoring the online Student Observation log, constantly being mindful of students' attitude, conduct, behaviour, and demeanour as noted by the Staff. Dealing with all incidents and problems that need following up, especially those involving aggressive or threatening behaviour, and referring all serious or potentially serious problems to the Centre Director in a timely manner.

Staff Management: To lead and manage a team of House Parents and Senior House Parents competently, confidently, and professionally, monitoring their performance and 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 House Parents and Senior House Parents and carry out formal staff reviews and appraisals. To participate in any staff disciplinary processes.

Deputy Designated Safeguarding Lead: As the Deputy Designated Safeguarding Lead (DDSL), you will deputise and assist the DSL with responsibility for the 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 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.

Boarding House Quality Control: To make sure each Boarding House is managed by the Senior House Parent or House Parent competently and diligently, visiting each House regularly, observing House meetings and roll calls, reviewing House supervision rotas, speaking with students and domestic staff, carrying out regular House checks to monitor noise levels, litter, general tidiness, and damage, making sure that all necessary House systems and procedures are working optimally to provide a home-from-home for students in which they feel happy, safe and cared for.

Accommodation: To assign students to Boarding Houses and Bedrooms considering their age, nationality and any special requests made on their behalf, following Bede's accommodation policies and protocols to ensure the highest student satisfaction rates possible whilst at the same time maintaining consistency and fairness to all students.

Medical Care & Allergies: To ensure a first-class Medical Care service is available to students by managing and overseeing the care of sick students, working collaboratively with the Nurse, and diagnosing and treating simple ailments (such as coughs, colds, sore throats, and upset stomachs) whenever the Nurse is not on duty. Make sure all host-school catering staff and Bede's Summer School staff are aware of students' allergies.

Dispensing Medication: To dispense and administer any medication prescribed by a Doctor, following the instructions given by the Doctor and/or as written on the medication, always maintaining accurate and timely administration records on the Database.

Health & Safety/Risk Assessments: 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.

Student Satisfaction: To take personal responsibility for ensuring that the highest possible student satisfaction levels are achieved by reviewing students' questionnaire answers on a weekly basis and creating, logging, and implementing a weekly action plan that addresses negative feedback given by students to provide a first-class programme of study, sports, social events, and excursions.

Group Leaders: To be responsible for attending foreign Group Leaders, undertaking a short induction/briefing on arrival, holding regular update meetings, resolving any problems that may occur, and assisting them with anything they need in order to maintain high satisfaction levels and provide an excellent liaison service between Bede's and the Group Leader/Agency.

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.

Other Responsibilities: To undertake such other 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 qualification 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 awareness of Health, Safety & Safeguarding (specifically as it relates to residential accommodation) is essential	E	I
Strong and demonstrable organisational skills	E	I/E
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 is essential	E	A/I
Experience dealing with international students is preferred	D	A/I
Experience 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 is essential	E	I/E
Ability to solve issues and problems with/between staff and students	D	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 a 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.

Welfare Managers are the first point of contact for any welfare matters that arise, 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 Welfare Manager must work collaboratively with the House Parents and Senior House Parents to create a home-from-home that fosters respect, understanding, and inclusiveness within a massively culturally diverse environment.

Assuming overall responsibility for the safety and well-being of up to 270 students who are away from home is a huge responsibility and the job holder will need 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.

Even though Welfare Managers will not usually be medically trained, they will be diagnosing and treating common ailments, administering medication prescribed by a doctor, and overseeing the medical care of sick students in the absence of the Nurse. This is a huge responsibility and requires not only expert organisation skills, much common sense, good observation skills, and a sound understanding of children's needs, but also a great deal of dedication to the job.

The ability to think quickly, show common sense and pay attention to detail in many different and often unpredictable situations is fundamental for this role. Adaptability and flexibility are critical skills, as is a cheerful, positive, and can-do attitude, which is a prerequisite of the job. 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 Centre Management Team are expected to make a significant contribution to the overall effectiveness and running of the Summer School. The Managers' 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.

Much preparation work assigning students to bedrooms before their arrival will be undone when they arrive (as many of them may be unhappy with their assigned room and/or roommate). This can be incredibly frustrating for the Welfare Manager who must implement Bede's accommodation policies, achieve an operationally effective accommodation service, and satisfy as many students as possible.

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

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

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. 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 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