

# BEDE'S

<b>Job Title</b>	<b>Senior House Parent</b>
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<b>Reporting to</b>	Welfare Manager
<b>Key Purpose of the Job</b>	To undertake, manage and be responsible for the day-to-day running of a Boarding House, ensuring the safety and emotional well-being of students and upholding the good name of Bede's.
<b>Reviewed by</b>	Danny Kenward
<b>Date</b>	November 2022

## Key Accountabilities

- 1. Managing the Boarding House:** To undertake the day-to-day running of a Boarding House by holding Welcome and House Meetings, ensuring all domestic systems are in place and functioning optimally (cleaning, laundry, maintenance), making sure bedtimes are adhered to, carrying out room inspections and conducting Health & Safety checks to provide a clean, tidy and safe living community in which students feel comfortable and cared for.
- 2. House Supervision Rota:** To create a House Supervision Rota to provide adequate levels of staff supervision in the Boarding House at all times, making sure that staff on duty observe and manage students' behaviour effectively in order to ensure the well-being of every student and uphold the good name of Bede's at the Host School.
- 3. Deputise:** To deputise for the Welfare Manager to ensure continuity within all aspects and areas of their role, in cases of scheduled or unexpected absence during the Summer School season.
- 4. Student Conduct:** To observe, monitor and manage student conduct and behaviour and deal with any incidents of aggressive behaviour or bullying immediately to promote a harmonious international community in which every student can be confident, unafraid to voice opinions and thrive, no matter what their beliefs, customs or differences may be.
- 5. Pastoral Care:** To work collaboratively with all House Parents, sharing information as necessary to provide a strong, competent, and consistent welfare service to ensure the physical and emotional well-being of all attending students, constantly being mindful of their attitude, demeanour and performance and dealing with minor problems and referring serious problems to the Welfare Manager. To take personal responsibility for any homesick students.

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- 6. Sick Students:** To look after any sick students who are under the care of the Nurse or Welfare Manager, but who need to stay in bed, making sure they are comfortable and have access to food and water, to provide students with a first-class care and welfare service.
- 7. House Registers:** To take House registers at the appropriate times during the day (wake up, afternoon and evening), always following protocol in case any student is absent or goes missing, in order to ensure students' safety.
- 8. Dining Room Duties:** To actively manage and supervise students during mealtimes (queue, serving area & seating areas) to ensure a calm and pleasant catering experience for students, catering staff and host-school staff, being particularly mindful of and acting upon students who seem to not be eating.
- 9. Sports & Activities Sessions:** To assist the Activities Leaders with (and when appropriate, lead) a range of sports and activities sessions positively, competently, professionally, and safely (reading and understanding all relevant Risk Assessments) to provide a first-class Social Programme for all students attending the Summer School.
- 10. Student Feedback:** To take personal responsibility for ensuring that every student in the Boarding House completes their online arrival/departure questionnaire on time and to act upon any negative feedback given by students to provide a first-class programme of study, sports, social events, and excursions.
- 11. 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.
- 12. Night Emergencies:** When in the Boarding House, deal with any emergency that may arise during the night to ensure the safety of the students and staff.

## Measures

1. All communal areas and students and staff bedrooms are clean, tidy, and presentable at all times. Students adhere to all House rules and policies, including bedtimes. Students' behaviour is monitored and managed properly - all concerns are monitored, escalated, and followed up as appropriate. Health & Safety checks are conducted regularly (hazards, damage to furniture, fire equipment) and all action points are followed up. Noise, litter, and damage are minimal. Domestic services are undertaken as required. Students are safe and happy in their accommodation.
2. Staff presence in the House is strong and plentiful and covers all periods when students may be in the House. Good relations are established and maintained with the Host School's domestic/residential staff. A friendly but professional staff-student relationship is always maintained.

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3. The work of the Welfare Manager is covered and remains stable and fully effective during periods of absence
4. Rules and boundaries are clear, fair, and transparent. Praise is plentiful. Sanctions, when needed, are given out consistently, and in private and are logged on the Database for monitoring purposes. Any incident of bullying is acted upon. Major discipline issues are escalated to the Centre Director immediately.
5. Collaborative approach with all House Parents, sharing information when appropriate. Online Student Observations are used to log all concerns about students' well-being. Students are happy and feel inspired and motivated to learn. They are fully engaged and take part in all aspects of the academic and social programme. Students are listened to and feel supported resolutions are found immediately. Homesick students are monitored and looked after.
6. Sick students in bed are given food and drink as appropriate. They feel safe, well-cared for and accompanied (i.e., not left on their own for long periods of time). Any deterioration in their condition, as noted by the House Parent, is escalated to the Nurse or Welfare Manager immediately.
7. Registers are taken on time at the appropriate times. Registration is a legal requirement and is conducted seriously and professionally. All registers are filed and kept. All absences are followed up and escalated – all missing students are located immediately.
8. Mealtime queues are calm and orderly with no incidents of pushing, shoving or bad behaviour. Students enter the servery in small, manageable numbers and understand the systems and procedures for collecting their meal and getting seconds, if still hungry. Menus are on display. Mess, noise, and litter are minimal. The dining area is supervised, and any incidents of poor behaviour are managed. Students' behaviour is exemplary, and the host-school catering staff are happy. Registers are taken several times a week, to make sure students are eating. Students taking very small portions or seen to be not eating are monitored.
9. Students learn new and develop existing skills, have fun, feel included, motivated, and challenged, can practise their English and most importantly, are supervised and kept safe. Risk Assessments are read before every sport, activity session or excursion takes place and is fully understood. If no Risk Assessment is available, the Activities Manager is informed immediately.
10. Arrival questionnaires are completed by every new arrival by 6 pm on Thursday of the first week. Departure questionnaires are completed by every student before departure. Any feedback given by students is acted upon and escalated to the relevant Manager to be followed up and where appropriate, actioned.
11. Arriving at the airport in sufficient time, students are picked up in a timely manner and transported to their correct location, a friendly and warm welcome is offered. Airport Coordinators are contacted at every stage of arrival or departure.
12. Any emergency event, incident or situation at night that may compromise the safety of students or staff is dealt with and managed immediately. Absent or missing students are located quickly. Escalation policies are adhered to at all times.

## Key Dimensions Impacted by the Job

1. Up to 270 students per week, depending on the centre.
2. Students aged from 6 to 20yrs, depending on the course.
3. Up to 65 staff are employed in any one week.
4. A team of up to 12 House Parents, depending on the course.
5. Usually, 2 x House Parents are assigned to each Boarding House, working on a rota basis of early and late shifts.
6. Minimum staff-student ratio in accommodation at night 1:20.
7. Average Boarding House size of 50-60 beds.

## Key Skills and Experience

1. Applicants with any medical training or professional qualification in childcare, social work, education, counselling or psychotherapy are particularly welcomed.
2. First aiders are particularly welcomed.
3. Minimum of 1 year experience working with children in a professional context.
4. Applicants with sports coaching qualifications (including lifeguard) and/or experience are welcomed, especially in football, tennis, rugby, cricket, hockey & basketball.
5. Experience of working in a residential context is preferred.
6. Experience dealing with international students is preferred.
7. The ability to lead a wide range of sports and activities is essential.
8. The ability to work efficiently and effectively in a fast-paced, highly changeable, highly pressured, and often challenging environment is essential.
9. A strong awareness of Health & Safety (specifically as it relates to residential accommodation and to leading sports & activities) is essential.
10. Strong and demonstrable organisation skills.
11. Ability to solve issues and problems with/between staff and students is required.

## Key Interfaces

1. House Parents
2. Welfare Manager
3. Centre Director
4. Activities Leaders

5. Activities Manager
6. Students
7. Host School Staff (particularly domestic and facilities staff)

## **Operating Environment and Context of the Role**

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.

The job holder must be committed to providing a first-class pastoral 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 House Parent must create a home-from-home that fosters respect, understanding and inclusiveness within a massively culturally diverse environment.

Managing a Boarding House and assuming responsibility for up to 70 students who are away from home is no easy task 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.

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.

It is crucial that House Parents maintain appropriate boundaries between themselves and the students in their direct care and with whom they come into contact. This may be particularly challenging for House Parents who are close in age to some of the students on the campus. Staff members can never become students' friends.

House Parents usually work an early or late shift, in collaboration with another House Parent. The working day can be long, intense, and often quite challenging (especially on arrival and departure

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days) but it is also varied and fast-paced and of course, living and working with young people can be immensely rewarding.

House Parents are residential - even when off duty, they must be willing to “leap into action” in case of any emergency that may arise, especially during the night.

House Parents are considered ambassadors of the Summer School and must contribute to upholding the good name of Bede's, locally, nationally, and internationally. At all times, whether on duty or off duty, in uniform or not, House Parents must act appropriately and do nothing that may compromise or jeopardise the School's excellent reputation.

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

## Vision and Mission

**Our Vision:** Where every child finds joy in their pursuit of brilliance

**Our Mission:** We continue to craft a more joyful education.

- Cultivating a vibrant learning experience, motivating us to pursue our individual best.
- Providing a festival of opportunity, enabling us to discover new passions and develop new talents.
- Building a kind-hearted community, inspiring us to enhance the lives of others.

## Safeguarding

Bede's School complies fully with the Department for Education Guidance *Keeping children safe in education* and is committed to safeguarding and promoting the welfare of children and young people. The job holder is expected to share this commitment and comply with all associated internal policies and procedures.

## Delegated Authority

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- Administer prescribed medication	
<b>Additional Information</b>	
This role is Temporary	Contracts between July to August 2023
Safer recruitment in Education	All posts are subject to the receipt of a satisfactory DBS certificate, references, medical checks, proof of identity and copies of qualifications, where a requirement of the role.