



## JOB DESCRIPTION – Accommodation and Welfare Officer

Candidates are expected to spend time looking at the College website [www.stclares.ac.uk](http://www.stclares.ac.uk) which provides information about St Clare's and the courses we offer.

JOB SPECIFICATION	
Title of Post	Accommodation and Welfare Officer
Purpose of Role	<p>To provide the environment in which international students flourish, feel secure and fully engage with St Clare's ethos and to ensure welfare of students at the International College.</p> <p>To take overall responsibility for accommodation for students at the International College, for Summer and Short Course.</p>
Reporting Structure	Vice Principal Pastoral and Operations Director, International College
Key Responsibilities	<p><b>Student welfare and discipline at the International College (IC)</b></p> <ul style="list-style-type: none"> <li>• Welcomes each new student on Arrival Days and leads the 'induction session' as part of the orientation process; clarifies the rules, codes, fire drills, emergency contacts, deposits and documents</li> <li>• Takes first-line responsibility for welfare and discipline at the International College, reporting serious breaches of <i>the residents' code of conduct</i> and <i>the guidelines for living in a homestay</i> to Course Directors and Vice Principal Pastoral. This involves liaising daily with porters (college and night), homestay providers and support staff and resolving issues on a day-to-day basis within an agreed timeframe.</li> <li>• Has a daily catch-up meeting with a member of the Oxford Security Services and Residential Student Manager and checks reporting system for any overnight issues and actions on them.</li> <li>• Is a member of the welfare team (Vice Principal Pastoral, Assistant Principal Pastoral, College Nurse and College Counsellor) and contributes effectively in order to provide the best welfare support for International College students</li> <li>• Records any pastoral and safeguarding concerns and actions on portal and CPOMS (Child Protection Online Monitoring System)</li> <li>• Holds a position of the Deputy Designated Safeguarding Lead. Works effectively as a member of the safeguarding team and ensures that safeguarding measures are robust and effective in the International College. Takes responsibility for safeguarding training for homestay providers when necessary.</li> <li>• Focuses on the welfare needs of under-18 year old students on IC courses and students living outside college residences. Holds regular meetings (to fulfil the requirements of the National Minimum Standards for FE Colleges), and with students living in 'private accommodation' (to assist with their induction and orientation during courses at St Clare's).</li> <li>• Meets with students with educational and medical needs on a regular basis to ensure that effective support is in place and all their needs are addressed.</li> <li>• Co-ordinates the 'support network' for students outside the classroom at the International College: liaising with staff over attendance (in line with the requirements of UKVI and ISI); investigating student complaints; and overseeing requests for special events/functions to be held in IC residences.</li> <li>• Gets to know individual IC students informally and encourages integration and participation inside and outside the classroom.</li> </ul>

	<ul style="list-style-type: none"><li>• Liaises with parents and students prior to students’ arrival regarding accommodation, arrival information and any welfare concerns. The communication is typically via e-mail, ZOOM calls or phone calls.</li></ul>
	<b>Accommodation Role</b> <ul style="list-style-type: none"><li>• Maintains and oversees the accommodation records in RMS and UNIT-e, ensuring optimal use of the bed-spaces for students at the International College and on Summer &amp; Short Courses, inside and outside college; receives requests for room/residence changes, liaising with welfare team to make changes if possible/desirable.</li><li>• Selects and maintains the network of homestay providers: recruiting new providers; visiting and re-visiting regularly to ensure high standards and good relations; ensuring that all safeguarding and security checks are completed (DBS, references, landlords’ safety certificates etc.); printing weekly lists and sanctioning payments.</li><li>• Monitors the service log for senior residences and ensures that routine maintenance, health &amp; safety and house-keeping issues are resolved by the relevant teams; intervenes as necessary to maintain student satisfaction levels.</li><li>• Collects inventory checklists within 5 days of students’ arrival and liaises with house-keeping and bursary as appropriate.</li><li>• Trains and supports the Summer Registrations Team (and International College Registrar as appropriate): liaises with the Senior Resident and Course Director over summer housing availability; oversees availability in junior residences at Rye via RMS or UNIT-e; advises over allocation systems.</li><li>• Liaises with external suppliers of accommodation for short-term usage by the college and allocates to teachers, activity staff and group leaders as appropriate.</li></ul>
	<b>Administrative duties</b> <ul style="list-style-type: none"><li>• Provides administrative support and covers for other members of the office staff during illness or holiday.</li><li>• Carries out spare ID card inventory in IC houses (OSS updates them on a monthly basis).</li><li>• Takes responsibility for the administration of attendance of International College students. Liaises with the college nurse regarding absences due to medical reasons.</li><li>• Reviews feedback from students and actions as appropriate.</li><li>• Performs other related duties as required.</li></ul>
	<b>Additional expectations/responsibilities</b> <ul style="list-style-type: none"><li>• To promote the College’s agreed policies and procedures</li><li>• Participate in the College’s appraisal programme</li><li>• Participate in school-based continuous professional development</li><li>• Assimilate the information contained in College Policies and the Staff Handbook</li></ul>
	<p>The duties and responsibilities shown above are not intended to be exhaustive and the post holder will be expected to be flexible and to take on new responsibilities as necessary to meet the changing needs of the College.</p>
<b>TERMS AND CONDITIONS</b>	
Terms of Employment	full time, permanent contract
Place of Work	3 Bardwell Road, Oxford, OX2 6SU
Hours of Work	35 hours per week, Monday to Friday. The normal working day is 08.30 to 16.30, with one hour unpaid for lunch.

	The post-holder must be willing to work flexible hours on occasions: for example, to cover for absent colleagues and to welcome students on arrivals days. Any additional hours will normally be taken as TOIL under discussion with the line manager.
Probationary Period	6 months
Notice Period	During probation one week on either side  Thereafter two months' notice in writing
Salary/Pay	£25193 - £26656 Grade 5 point 1-3 on the ACLS Scale, dependent on relevant skills and experience.
Holidays	22 working days per year plus normal public holidays and the period over Christmas when the College is closed.  Work on a number of bank holidays may be needed with time off in lieu (the College is usually open for all such public holidays except those at Christmas and the New Year).
Pension	A contributory pension is offered through St Clare's group personal pension scheme, following a 3-month deferment period. The employer pays double the contribution of the employee, up to a maximum of 10% of gross salary, i.e. the employer pays up to 10%, and the employee pays up to 5%. Employee's contributions above 5% may be made, but do not attract a matching contribution from the employer.
Life Assurance	Death in service benefit is four times annual salary
Meal	A free lunch is provided in the College dining hall on working days and when students are in residence.
<p style="text-align: center;"><b>PERSON SPECIFICATION</b></p> <p style="text-align: center;"><i>The successful candidate will have demonstrated the following essential (E) or desirable (D) skills and experience:</i></p>	
Education and qualifications	<ul style="list-style-type: none"> <li>• Good overall education (E)</li> <li>• First Aid qualifications or willingness to be trained at the College's expense (D)</li> <li>• Clean driving licence (D)</li> </ul>
Knowledge, skills and experience	<ul style="list-style-type: none"> <li>• Strong administrative and organisational skills (E)</li> <li>• Experience of working in an ELT/FE/HE institution (D)</li> <li>• An understanding of the confidentiality required whilst working with sensitive information (E)</li> <li>• Effective communication skills with a variety of stakeholders including many whose first language is not English (E)</li> <li>• Proven experience of managing a wide and varied workload (E)</li> <li>• Experience of working with young people (D)</li> <li>• Supporting young adults with pastoral, welfare and medical needs (D)</li> <li>• ICT literate to a good level (E)</li> <li>• Strong attention to detail (E)</li> <li>• Experience in working in a multi-cultural environment (D)</li> <li>• Knowledge and understanding of safeguarding responsibilities within education (D)</li> </ul>
Personal skills and attributes	<ul style="list-style-type: none"> <li>• Flexible and adaptable approach with a 'can do' attitude</li> <li>• The ability to work efficiently and effectively with others as a team and on their own</li> <li>• Empathetic</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to build relationships quickly</li> <li>• Open and approachable manner</li> <li>• Enthusiasm for ensuring students feel welcome and supported</li> <li>• Energetic</li> <li>• Authoritative when required</li> </ul>
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<b>References and Pre-employment Checks</b> <i>St Clare's is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All offers of employment and contracts are issued subject to satisfactory references and outcomes on all necessary pre-employment checks including DBS records and establishing the right to work in the UK. Some or all of these checks may have been undertaken before an offer is made.</i>  <i>Under the National Minimum Standards for Boarding Schools, we are required to follow the guidance in Keeping Children Safe in Education and undertake additional checks on employees.</i>	
References	Full written references and phone references on quoted references may be obtained before or after interview. One referee must be your current or most recent employer. References must also include the last place of employment where you worked with children or vulnerable adults. References from friends or relatives will not be accepted. Please ensure referees know they will be contacted and will respond promptly.-
Identity, right to work and qualifications	Original documents confirming proof of identity, right to work in the UK and relevant qualifications will be required.
Police checks / DBS	Police checks / Disclosure and Barring Service checks will also be undertaken for which employees / prospective employees are required to provide information and consent. Candidates who have lived and worked abroad in the last five years will be required to seek good conduct references, or the equivalent, from the countries in which they worked, as a pre-requisite of employment.
Health questionnaire	Satisfactory completion of a health questionnaire.

HOW TO APPLY	
Applications	Applications must be made using the College's standard application form which can be found on the College website at <a href="http://www.stclares.ac.uk/recruitment">www.stclares.ac.uk/recruitment</a> .  CVs will only be accepted if accompanied by a St Clare's application form.
Email	Applications should be submitted by email to <a href="mailto:recruitment@stclares.ac.uk">recruitment@stclares.ac.uk</a>
Contact us	Email: <a href="mailto:recruitment@stclares.ac.uk">recruitment@stclares.ac.uk</a> Tel: 01865 552031
Deadline for applications	<b>09:00am on Monday 23<sup>rd</sup> May 2022,</b> <b>Interviews expected the week commencing 23th May 2022.</b>