



## JOB DESCRIPTION – Residential 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	Residential Welfare Officer
Purpose of Role	<p>To provide the supervisory oversight necessary for the smooth running of the residential adult student accommodation in order to ensure the full engagement of residential adult students with the aims and ethos of the College.</p> <p>To maintain direct accountability for adult residential students in three adult student houses (3 Bardwell Road, 177 and 382 Banbury Road); to provide for the safety, good discipline and physical, academic, moral and pastoral wellbeing of all adult residential students.</p> <p>The Residential Welfare Officer is expected to form effective relationships with the College's pastoral and support teams and to operate effectively as a communicator, an administrator and as a student mentor.</p>
Reporting Structure	<p>The Residential Welfare Officer is responsible to the Vice Principal Pastoral.</p> <p>Although responsible for adult residential students, this role sits alongside the College's IB and U-18 students boarding staff team and will attend meetings as necessary for the useful exchange of information.</p>
Key Responsibilities	<p><b>Objectives with respect to adult residential students' management</b></p> <ul style="list-style-type: none"> <li>• To contribute to the induction arrangements for new students joining the adult student houses to ensure that any "settling in" problems are resolved</li> <li>• To ensure that students observe the College's behaviour policies and H&amp;S protocols (especially in relation to COVID-19)</li> <li>• To provide a sympathetic presence in the adult student houses and to counsel students at a time and place which is conducive to good communication, concerning any emotional, academic, social or behavioural problems they may have.</li> <li>• To liaise closely with other relevant staff concerning the progress and welfare of students</li> <li>• To assist staff in understanding the individual circumstances, needs, strengths and weaknesses of each student, so that individual opportunities, talents and potential are developed and maximised</li> <li>• To ensure that students treat the belongings of others, and the fabric and furnishings of the houses, with respect.</li> <li>• To develop in the students, a collective responsibility to be aware of the difficulties or problems of others, and to offer such support and help for each other as is appropriate.</li> <li>• To ensure that students make use of the full and varied programme of extra-curricular activities available</li> <li>• To take appropriate action to deal with out of hours emergencies</li> <li>• To support the College's Disciplinary Procedures and foster an acceptance of the Student Code of Conduct by residential adult students, to inform relevant</li> </ul>

	<p>members of the College’s management of cases of serious bullying, substance misuse or sexual misconduct.</p> <ul style="list-style-type: none"> <li>• To fulfil the requirements of the school’s policy on Child Protection and Safeguarding; to ensure that you are familiar with the College’s policies and procedures for child protection, countering bullying, substance misuse, children missing from education, missing boarders, fire and health &amp; safety, and know the appropriate response needed in these areas.</li> </ul> <p><b>Objective with respect to communication</b></p> <ul style="list-style-type: none"> <li>• To attend the College’s boarding staff meetings as required</li> <li>• To attend assessment meetings, staff INSET days, and any other relevant meetings</li> <li>• Maintain close, professional and regular contact with academic and pastoral staff, and with the College’s support teams (in particular housekeeping and maintenance)</li> <li>• To ensure clear communication is maintained between pastoral and welfare staff, personal tutors, support staff, management and Oxford Security Services.</li> </ul> <p><b>Objectives with respect to administration</b></p> <ul style="list-style-type: none"> <li>• To keep appropriate and GDPR-compliant records of students’ issues to do with welfare, health, emotional problems, and misconduct</li> <li>• To keep records of team meetings and any significant conversation with team members.</li> </ul> <p><b>Objectives with respect to residential accommodation management</b></p> <ul style="list-style-type: none"> <li>• To provide clear instructions to support staff within the Houses to ensure high standards of care, and the smooth running of the houses, as well as consistency between the Houses for which the Residential Welfare Officer is responsible</li> <li>• At the end of the holidays (especially if rooms have been used for holiday lettings), to ensure rooms are ready for residential students’ arrival</li> <li>• Before the end of each term or semester, to ensure that students clear up their rooms before vacating them; to carry out a check of all bedding, furniture, fixtures and fittings, preparing a list of repairs and maintenance items required for submission to the Housekeeping and Maintenance teams</li> <li>• Management of rooms and houses: regular checks and reports to maintenance and housekeeping regarding repairs to ensure houses, rooms, and equipment are in good order</li> <li>• To ensure that houses are ready for the arrival of students before term starts and all administrative parts of the job are in place</li> <li>• To undertake performance management or staff reviews required by the College</li> <li>• To show prospective students around the houses, from time to time, as requested by the Admissions Team</li> <li>• Undergo regular statutory training as well as other role-specific training such as First Aid and Fire Awareness.</li> <li>• To be flexible with time off to respond to emergencies.</li> <li>• Adhere to all College policies and procedures with a particular focus on National Minimum Standards for Boarding Schools.</li> </ul> <p>Any other duties as may reasonably be required and that fall within the scope and range of the job.</p>
<b>TERMS AND CONDITIONS</b>	
Terms of Employment	A permanent contract Start date: 30 <sup>th</sup> August 2022
Place of Work	139 Banbury Road, Oxford, OX2 7AL

Hours of Work	Allowing for the inevitable variability of hours worked in any given week, an average of 40 hours per week (evenings and weekends) during term time and one week prior to the start of the academic year.  Flexibility to work additional hours when demands are high
Probationary Period	The probationary period is 6 months
Notice Period	Not less than one full term's notice in writing
Salary / Accommodation	£18,000 for the duration of this contract In addition, accommodation in 382 Banbury Road is provided and all meals when students are on site
Holidays	28 days to be taken during College holiday period  Public and bank holidays occurring during College terms may well be working days
Pension	A contributory pension is offered through the College's group personal pension scheme. In all cases the employer pays double the contribution of the employee, up to a maximum of 10% of gross salary. Employee contributions above 5% may be made but do not attract employer contribution.
Life Assurance	Death in service benefit is four times annual salary.

#### PERSON SPECIFICATION

*The successful candidate will have demonstrated the following skills and experience:*

Education and qualifications	<ul style="list-style-type: none"> <li>• Good Level of education</li> <li>• First Aid Training</li> <li>• Driving licence</li> </ul>
Knowledge, skills and experience	<p><b>Previous experience of residential adult student management is highly desirable. The successful candidate will have demonstrated successful experience of:</b></p> <ul style="list-style-type: none"> <li>• Proven ability to deal sympathetically with an international group of young adults</li> <li>• Proven management skills with the ability to develop effective relationships with students, and to be a disciplinarian for students</li> <li>• Ability to motivate and inspire students and establish and maintain high standards of student behaviour and pastoral care in student residential accommodation</li> <li>• A successful track record in dealing with welfare issues from start to the finish</li> <li>• Extensive training in pastoral care and safeguarding and ability to use this knowledge effectively within the student residential environment</li> <li>• Ability to lead by example, and to demonstrate high personal standards and a strong work ethic</li> <li>• Communicating efficiently and clearly with students, staff and, when necessary, with parents</li> <li>• Being a good administrator</li> </ul>

	<ul style="list-style-type: none"> <li>• Being able to make sound judgments and the right decisions</li> <li>• Sound IT skills</li> </ul>
Personal skills and attributes	<p><b>The successful applicant will demonstrate:</b></p> <ul style="list-style-type: none"> <li>• Commitment to the ethos of St Clare’s, especially its commitment to internationalism and inclusivity</li> <li>• The strength of character to deal firmly when necessary with breaches of College regulations.</li> <li>• Ability to work in an effective and supportive manner as part of the boarding staff team, and the wider whole College staff team</li> <li>• A highly reflective practitioner who constantly strives to improve their practice, enhance their knowledge in residential student management, pastoral care and safeguarding for the benefit of students</li> <li>• Experience and ability to deal with difficult situations and manage them effectively with a positive outcome</li> <li>• Ability to work collaboratively with the management on achieving the College’s objectives</li> <li>• Enthusiasm and stamina – the residential welfare officer may work long hours and will need to be able to be positive at all times</li> <li>• Approachability</li> <li>• A self-starter who is committed to their professional development</li> <li>• Being adaptable with sound judgement and considerable initiative</li> <li>• Professionalism, integrity and flexibility</li> <li>• Being able to cope under pressure and meet deadlines</li> <li>• A sense of humour!</li> </ul>
<b>HOW TO APPLY</b>	
Applications	<p>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></p> <p>CVs will only be accepted if accompanied by a St Clare’s application form</p>
Email	Applications should be submitted by email to <a href="mailto:recruitment@stclares.ac.uk">recruitment@stclares.ac.uk</a>
Contact us	<p>Email: <a href="mailto:recruitment@stclares.ac.uk">recruitment@stclares.ac.uk</a></p> <p>Tel: 01865 552031</p>
Closing Date	<p>This role will close once a suitable applicant has been appointed.</p> <p>Successful applicants will be invited to attend a skype or in-person interview.</p>