



JOB DESCRIPTION – Accommodation and Welfare Officer (Maternity Cover)

Candidates are expected to spend time looking at the College website 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 (Maternity Cover)
Purpose of Role	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 (IC) To take overall responsibility for accommodation for students at the International College
Reporting Structure	This post reports to the Director of the International College
Key Responsibilities	<p>Student welfare</p> <ul style="list-style-type: none"> • Welcomes new students on arrival days and leads the 'induction session' as part of the orientation process; outlines the rules, codes of conduct, fire drills, emergency contact system, deposits and documents. • 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> appropriate to Course Directors • Checks with the overnight issues reporting system, liaises with the Residence Manager and takes action as appropriate. • Is a member of the welfare team (Director of the International College, Residence Manager, College Nurse and College Counsellor) and contributes effectively to ensure the best welfare support for students • Records any pastoral and safeguarding concerns and actions on CPOMS (Child Protection Online Monitoring System) • Holds a position of Deputy Designated Safeguarding Lead and works effectively as a member of the safeguarding team to ensure that safeguarding measures are robust and effective in the International College • Takes responsibility for safeguarding training for homestay providers when necessary. • Focuses on the welfare needs of students under 18 years of age on IC courses. Holds regular meetings with students in order to fulfil the requirements of the National Minimum Standards for FE Colleges, including students living in 'private accommodation'. • Meets students with educational and medical needs on a regular basis to ensure that effective support is in place and all needs are addressed. Communicates these to other staff as appropriate. • Co-ordinates the 'support network' outside the classroom for students: liaising with staff over attendance (in line with the requirements of both UKVI and ISI); investigates student complaints; and oversees any requests for special events/functions to be held in IC residences. • Makes time to get to know individual students and encourages integration and participation both inside and outside the classroom. <p>Accommodation</p> <ul style="list-style-type: none"> • Maintains and oversees the accommodation records in RMS and UNIT-e, ensuring optimal use of the bed-spaces for students, both in College accommodation and for homestays; manages requests for room/residence changes, liaising with welfare team to make changes if viable

	<ul style="list-style-type: none"> • Selects and maintains the network of homestay providers: recruiting new providers; visiting and re-visiting regularly to ensure high standards and to maintain good relations; ensures that all safeguarding and security checks are completed (DBS, references, landlords' safety certificates etc.); runs and checks report for homestay bookings, passing to Bursary for timely payment to hosts. • Monitors the service log for IC accommodation and in conjunction with the Residence Manager ensures that routine maintenance, health & safety and house-keeping issues are resolved; intervenes as necessary to maintain student satisfaction levels. • Liaises via email, telephone and online calls with students and their parents prior to the student's arrival to discuss accommodation, provide arrival information and any welfare concerns • Collects inventory checklists within 5 days of students' arrival and liaises with house-keeping and maintenance as appropriate • Liaises with external suppliers of accommodation for short-term usage and allocates to teachers, activity staff and group leaders as appropriate. <p>Administrative</p> <ul style="list-style-type: none"> • Attends and minutes the weekly welfare meeting. • Provides administrative support and cover for other members of the IC office staff during periods of absence. • Conducts an inventory of spare ID cards in IC accommodation liaising with security team as necessary. • Takes responsibility for the administration of attendance of IC students. Liaises with the college nurse regarding absences due to medical reasons. • Reviews feedback from students and actions as appropriate • Performs other related administrative duties as required. <p>While every effort has been made to describe the main duties and responsibilities of the post, each individual task necessary for the successful performance of the role may not be specifically identified. The Accommodation and Welfare Officer (Maternity Cover) may therefore be required to undertake other tasks and duties that are commensurate with the grade and nature of the role and/or in the reasonable discretion of the College.</p>
<p>PERSON SPECIFICATION</p> <p><i>The successful candidate will have demonstrated the following essential (E) or desirable (D) skills and experience:</i></p>	
<p>Education and qualifications</p>	<ul style="list-style-type: none"> • Good overall education (E) • First Aid and / or safeguarding qualifications or willingness to be trained at the College's expense (D) • Clean driving licence (D)
<p>Knowledge, skills and experience</p>	<ul style="list-style-type: none"> • Strong administrative and organisational skills (E) • Experience of working in an ELT/FE/HE institution (D) • An understanding of the confidentiality required whilst working with sensitive information (E) • Effective communication skills with a variety of stakeholders including many whose first language is not English (E) • Proven experience of managing a wide and varied workload (E) • Experience of working with young people (D) • Supporting young adults with pastoral, welfare and medical needs (D) • ICT literate to a good level (E) • Strong attention to detail (E) • Experience in working in a multi-cultural environment (D)

	<ul style="list-style-type: none"> • Knowledge and understanding of safeguarding responsibilities within education (D)
Personal skills and attributes	<ul style="list-style-type: none"> • Flexible and adaptable approach with a 'can do' attitude • The ability to work efficiently and effectively with others as a team and on their own • Empathetic • Open and approachable manner and the ability to build relationships quickly • Energy and enthusiasm for ensuring students feel welcome and supported • Ability to make decisions and be authoritative when necessary
TERMS AND CONDITIONS	
Terms of Employment	Temporary contract starting in January 2024 to cover the absence of the substantive postholder and anticipated to last for eight months or the actual return of the substantive postholder whichever is earlier.
Place of Work	3 Bardwell Road, Oxford, OX2 6SU
Hours of Work	<p>35 hours per week, Monday to Friday. The normal working day is 08.30 to 16.30, with one hour unpaid for lunch.</p> <p>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 Director of the IC.</p>
Probationary Period	One month
Notice Period	The contract will end on the return to work of the substantive postholder or with one month's notice.
Salary	Salary range to £30,000 per annum dependent on relevant skills and experience.
Holiday	<p>26 days' annual holiday entitlement, plus bank/public holidays (pro rata to length of contract). Some bank/public holiday working will be required when these fall on dates during the College term (time off in lieu will be granted).</p> <p>The College is closed annually from 24th December to 1st January inclusive. The Employee will be required to book holiday during this period.</p>
Pension	A contributory pension is offered through St Clare's group personal pension scheme, following a 3-month deferment period. The employer pays 10% of gross salary and the employee pays 5%. Employee's contributions above 5% may be made, but do not attract a matching contribution from the employer.
Meals	A free meal is provided in the College on working days and when students are in residence.
Other Benefits	<ul style="list-style-type: none"> • Life Assurance – Death in service benefit is four times annual salary. • Cycle to Work scheme. • Employee Assistance Programme
References and Pre-employment Checks	
<p><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</i></p>	

<p><i>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></p> <p><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></p>	
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	<p>Original documents confirming proof of identity, right to work in the UK and relevant qualifications will be required.</p> <p>Note: We have a legal responsibility to ensure that all our employees have the legal right to live and work in the UK. If we make an offer of employment, we will need to check that you are eligible to work in the UK before you start work.</p> <p>If you don't already have the legal right to work in the UK, we strongly recommend that you use the Home Office website to review the legal requirements of working in the UK as this will give you an indication of whether you may be eligible to work in the UK.</p>
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	<p>Applications must be made using the College's standard application form which can be found on the College website at www.stclares.ac.uk/recruitment</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 recruitment@stclares.ac.uk
Post	Alternatively, send to: Recruitment, HR Department, St Clare's, Oxford, 139 Banbury Road, Oxford, OX2 7AL
Contact us	<p>Email: recruitment@stclares.ac.uk</p> <p>Tel: 01865 552031</p>
Deadline for applications	This role will close 9am on 30 th November 2023
Interviews	<p>Week commencing 4th December 2023.</p> <p>The interview process will include short tasks to test key attributes as identified in the job description and person specification.</p>