



# MAYFLOWER COLLEGE

## JOB DESCRIPTION: Accommodation & Welfare Officer.

**Job Title:** Accommodation & Welfare Officer  
**Based at:** Mayflower College, 1 Radford Road, the Hoe, Plymouth, PL1 3BY  
**Reports to:** General Manager

As this post involves visiting families, you will need to be a car owner (and driver) in order to visit homestay providers. A parking permit for the West Hoe area can be provided, along with petrol expenses for journeys to/from homestays.

**Period:** 12 month contract (with option to renew)  
**Pay:** £27,300 (paid pro rata) rising to £30,940 (paid pro-rata) after 6 months  
£15,600 to £17,680 per annum based on 20 hours per week  
(£15 per hour rising to £17 per hour)  
**Hours of work:** 4 days per week over Monday to Friday (5 hours per day)\*  
(\*Some weekend work is required for meeting and seeing off groups during busy periods – additional payment is provided for this).  
**Holiday entitlement:** 4 weeks holiday entitlement, in addition to public/bank holidays\*  
(\*Please note: any holidays during June, July and August are restricted and days off are subject to negotiation due to the peak season.)

### About Mayflower College

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The summer months of **June, July and August** are the busiest periods of the year, therefore flexibility and an ability to deal with changing priorities, whilst working to tight deadlines is essential.

You may also be required to meet groups upon arrival and departure at weekends (additional payment is given for this).

Outside of the peak season, this role involves placing junior groups and adult students in homestays and project managing the accommodation bookings for the peak season (pre-booking takes place in October/November for the following year).

Areas of **direct responsibility** include:

#### **Retention, Recruitment and selection of homestays (and compliance)**

1. Advertising and recruiting for new homestay providers (when needed) and visiting their homes to ensure that they can provide suitable accommodation.
2. Maintaining regular contact with existing homestay providers, making sure they are aware of any changes in UK legislation or British Council accreditation regulations that affect them (and annually reviewing the website, homestay handbook and documents).
3. Ensuring all hosts are fully compliant with current statutory regulations (e.g. annual gas safe certificates, fire risk assessments, DBS checks etc).
4. Mayflower College is inspected by Accreditation UK. You will be responsible for ensuring compliance with points W9 to W22 (pages 85 to Pages 98) you can view the inspection requirements online at [https://www.britishcouncil.org/sites/default/files/crg\\_portrait\\_march\\_2019v2.pdf](https://www.britishcouncil.org/sites/default/files/crg_portrait_march_2019v2.pdf)

#### **Reserving/booking homestay accommodation for groups**

1. Project managing the provision of accommodation during the peak periods. Mayflower College has approx. 40 homestay providers providing accommodation in single and/or twin rooms. During the peak periods, you will be responsible for hosting approx. 40-50 students per week).
2. Monitoring availability with homestay providers and keeping the General Manager informed of occupancy levels.
3. Booking students and group leaders with suitable homestay accommodation (taking into account any special needs or requirements listed on their enrolment forms).
4. Sending out relevant information to homestays regarding arrivals and departures.
5. Booking alternative accommodation (e.g. hotels, B&Bs) for students/ group leaders not staying with homestay providers.
6. Monitoring quality control and responding rapidly to any issues regarding both homestay (and self-catering) accommodation.
7. Emailing or posting accommodation confirmation to agents, group leaders, as well as to students and homestay providers (and answering enquiries about accommodation).
8. Using current software applications which include Microsoft Word, Excel, and Outlook (e-mail, contact & schedule management programme) and our school database.

#### **Supporting group leaders and their international students (welfare and safeguarding)**

1. Providing support to students who may be experiencing culture shock/social/emotional issues. Trouble-shooting problems and managing communication with group leaders, agents, parents, students and host families. Providing pastoral support and advice to students during their time in Plymouth.
2. Providing pastoral care; for example assisting students with access to healthcare (Doctors/Dentist and hospital appointments) if required.
3. Meeting groups upon arrival/departure and taking it in turns to manage the emergency mobile, especially during the busiest months of June, July and August. Occasionally handling homestay problems out of hours, if there is an emergency. If a student needs to be removed from a homestay provider organising the move, liaising with all parties concerned.

#### **Safeguarding**

1. Safeguarding under 18's is an extremely important part of the role and you will be required to undertake training (usually offered by English UK and /or PCSB Plymouth Children's Safeguarding bureau). You need to be aware of requirements of the British Council Accreditation UK scheme and organisations such as Plymouth City Council (Private Fostering) and PCSB (Plymouth Children's Safeguarding Board).

2. Homestay hosts and adults normally resident in the home must have a current DBS check and must provide at least 2 references. A home based role DBS check allows police to provide other information on adult residents at the same address (and whether any of them are unsuitable to be hosting under 18's). Home based checks and the DBS update service is currently incompatible, so DBS checks for homestays (and any other adults in the home) must be renewed every 3 years. This role carries the responsibility of checking and renewing DBS checks for homestays and adults resident in the home. Homestays can never be used until a DBS check has been returned.
3. The majority of Mayflower students who are under 18 years stay for 14 days. Occasionally there may be groups who stay for longer. Homestays who are hosting children under the age of 16 years for more than 27 nights must be registered as a Private Foster carer with Plymouth City Council. Read more about this at <https://www.plymouth.gov.uk/childrenandfamilies/lookedafterchildrenandyoungpeople/lookingaftersomeoneelseschild> This role involves liaising with Plymouth City Council to give information about homestays who are required to register as Private Foster Carers.
4. Liaising with the other members of the Safeguarding Team and deal with any day-to-day safeguarding matters at the school as described in the "Safeguarding Policy", Prevent Policy, and other associated documents.

#### **Other duties**

1. Assisting in preparing information for the weekly e-newsletter, which follows a format (training to be given) and is sent to students and agents around the world.
2. Meeting groups on arrival and introducing students and their group leaders to their homestay providers (this is also shared with other members of staff).
3. The nature of working in an English language school is such that at certain times it will be very busy and work priorities may change. You will need to be flexible and willing to provide administration cover for other colleagues, when needed.

The ideal candidate will have:

- Experience in a customer facing role, planning projects and seeing them through to completion
- Experience working in a general administrative role in a busy office environment
- A logical and organised approach to tasks showing effective prioritisation skills
- Experience of Microsoft Office
- Excellent interpersonal and written communication skills

Essential competencies:

- You will need to be a car owner (and driver) in order to visit homestay providers.
- An enhanced DBS check.
- Educated to A level/NVQ level 3 or equivalent

Desirable competencies:

- Experience working with accommodation provision
- Experience of administration within an educational establishment
- Educated to degree level
- Safeguarding experience
- Clean driving licence

Please send your CV and covering letter by email to the General Manager, Jill Tyler email: [jill@maycoll.co.uk](mailto:jill@maycoll.co.uk) by Wednesday, 30<sup>th</sup> August, 2023.

We would ideally like to hold interviews in the week commencing 18<sup>th</sup> or 25<sup>th</sup> September, 2023 (ideally on Wednesday or Friday).



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<i>Essential</i>	<i>Desirable</i>
<p>1. Impact on other people Flexible, customer focused attitude and courteous manner. Ability to develop good relationships with staff, students and homestays. Experience of relating to people from a variety of different backgrounds. Tolerant, patient and sensitive to the issues facing international students adapting to life and study in UK. Professional appearance, clear and confident manner.</p>	<p>Uses a range of effective communication skills to establish rapport and maintain positive relationships with staff, students, homestays and agents/group leaders. Manage your own emotions and behaviour in difficult situations, ensuring your own anxiety or frustration does not impact on others.</p>
<p>2. Qualifications and experience Educated to A level standard or equivalent. Proven experience of working in an administrative role. Experience of working in a small team. Very good computer skills with knowledge of Microsoft Word, Excel, Publisher and Access. Ability to work accurately and precisely.</p>	<p>A University degree, Higher National Diploma or equivalent qualifications. Experience of working in a student-facing, administrative/welfare role in further or higher education. Experience of working in a counselling, welfare or advisory role. Experience of working with international students and an understanding of cultural awareness.</p>
<p>3. Innate abilities Ability to project manage and schedule accommodation requirements for busy periods The ability to grasp new ideas and procedures quickly and accurately. The ability to prioritise and meet strict deadlines. The capacity to work on various tasks at the same time.</p>	<p>Records new information learnt and is able to reflect and learn from new experiences. Ability to prioritise a heavy workload and manage conflicting priorities in order to meet deadlines. Ability to propose improvements to administration policies and procedures.</p>
<p>4. Motivation Consistently provide a friendly and professional service. Understand the importance of satisfying customers.</p>	<p>Recognises the importance of what factors constitute delivering a quality service to staff and students. Proactively seek feedback from staff/customers/homestays/agents and group leaders in order to improve the service.</p>
<p>5. Adjustment The ability to work calmly, even when under pressure.</p>	<p>Thinks through implications in order to take the most appropriate course of action. When confronted with problems, listen</p>

<p>Escalates problems/issues to more senior staff as appropriate.</p> <p>The ability to be patient and caring but, firm and decisive when required.</p> <p>A sense of humour.</p>	<p>objectively and proposes appropriate solutions.</p> <p>Positive about staff, students and responsibilities: using a problem solving approach, rather than a problem finding approach.</p>
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How attributes are classified:

- Impact on other people (appearance, speech and manner| )
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<p>2. Qualifications and experience Educated to A level standard or equivalent. Proven experience of working in an administrative role. Experience of working in a small team. Very good computer skills with knowledge of Microsoft Word, Excel, Publisher and Access. Ability to work accurately and precisely.</p>	<p>A University degree, Higher National Diploma or equivalent qualifications. Experience of working in a student-facing, administrative/welfare role in further or higher education. Experience of working in a counselling, welfare or advisory role. Experience of working with international students and an understanding of cultural awareness.</p>
<p>3. Innate abilities Ability to project manage and schedule accommodation requirements for busy periods The ability to grasp new ideas and procedures quickly and accurately. The ability to prioritise and meet strict deadlines. The capacity to work on various tasks at the same time.</p>	<p>Records new information learnt and is able to reflect and learn from new experiences. Ability to prioritise a heavy workload and manage conflicting priorities in order to meet deadlines. Ability to propose improvements to administration policies and procedures.</p>
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<p>5. Adjustment The ability to work calmly, even when under pressure.</p>	<p>Thinks through implications in order to take the most appropriate course of action. When confronted with problems, listen</p>

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How attributes are classified:

- Impact on other people (appearance, speech and manner| )
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# MAYFLOWER COLLEGE

## JOB DESCRIPTION: Accommodation & Welfare Officer.

**Job Title:** Accommodation & Welfare Officer  
**Based at:** Mayflower College, 1 Radford Road, the Hoe, Plymouth, PL1 3BY  
**Reports to:** General Manager

As this post involves visiting families, you will need to be a car owner (and driver) in order to visit homestay providers. A parking permit for the West Hoe area can be provided, along with petrol expenses for journeys to/from homestays.

**Period:** 12 month contract (with option to renew)  
**Pay:** £27,300 (paid pro rata) rising to £30,940 (paid pro-rata) after 6 months  
£15,600 to £17,680 per annum based on 20 hours per week  
(£15 per hour rising to £17 per hour)  
**Hours of work:** 4 days per week over Monday to Friday (5 hours per day)\*  
(\*Some weekend work is required for meeting and seeing off groups during busy periods – additional payment is provided for this).  
**Holiday entitlement:** 4 weeks holiday entitlement, in addition to public/bank holidays\*  
(\*Please note: any holidays during June, July and August are restricted and days off are subject to negotiation due to the peak season.)

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Areas of **direct responsibility** include:

#### **Retention, Recruitment and selection of homestays (and compliance)**

1. Advertising and recruiting for new homestay providers (when needed) and visiting their homes to ensure that they can provide suitable accommodation.
2. Maintaining regular contact with existing homestay providers, making sure they are aware of any changes in UK legislation or British Council accreditation regulations that affect them (and annually reviewing the website, homestay handbook and documents).
3. Ensuring all hosts are fully compliant with current statutory regulations (e.g. annual gas safe certificates, fire risk assessments, DBS checks etc).
4. Mayflower College is inspected by Accreditation UK. You will be responsible for ensuring compliance with points W9 to W22 (pages 85 to Pages 98) you can view the inspection requirements online at [https://www.britishcouncil.org/sites/default/files/crg\\_portrait\\_march\\_2019v2.pdf](https://www.britishcouncil.org/sites/default/files/crg_portrait_march_2019v2.pdf)

#### **Reserving/booking homestay accommodation for groups**

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4. Sending out relevant information to homestays regarding arrivals and departures.
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6. Monitoring quality control and responding rapidly to any issues regarding both homestay (and self-catering) accommodation.
7. Emailing or posting accommodation confirmation to agents, group leaders, as well as to students and homestay providers (and answering enquiries about accommodation).
8. Using current software applications which include Microsoft Word, Excel, and Outlook (e-mail, contact & schedule management programme) and our school database.

#### **Supporting group leaders and their international students (welfare and safeguarding)**

1. Providing support to students who may be experiencing culture shock/social/emotional issues. Trouble-shooting problems and managing communication with group leaders, agents, parents, students and host families. Providing pastoral support and advice to students during their time in Plymouth.
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4. Liaising with the other members of the Safeguarding Team and deal with any day-to-day safeguarding matters at the school as described in the "Safeguarding Policy", Prevent Policy, and other associated documents.

#### **Other duties**

1. Assisting in preparing information for the weekly e-newsletter, which follows a format (training to be given) and is sent to students and agents around the world.
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3. The nature of working in an English language school is such that at certain times it will be very busy and work priorities may change. You will need to be flexible and willing to provide administration cover for other colleagues, when needed.

The ideal candidate will have:

- Experience in a customer facing role, planning projects and seeing them through to completion
- Experience working in a general administrative role in a busy office environment
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- Experience of Microsoft Office
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Essential competencies:

- You will need to be a car owner (and driver) in order to visit homestay providers.
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4. Liaising with the other members of the Safeguarding Team and deal with any day-to-day safeguarding matters at the school as described in the "Safeguarding Policy", Prevent Policy, and other associated documents.

#### **Other duties**

1. Assisting in preparing information for the weekly e-newsletter, which follows a format (training to be given) and is sent to students and agents around the world.
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The ideal candidate will have:

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- Experience working in a general administrative role in a busy office environment
- A logical and organised approach to tasks showing effective prioritisation skills
- Experience of Microsoft Office
- Excellent interpersonal and written communication skills

Essential competencies:

- You will need to be a car owner (and driver) in order to visit homestay providers.
- An enhanced DBS check.
- Educated to A level/NVQ level 3 or equivalent

Desirable competencies:

- Experience working with accommodation provision
- Experience of administration within an educational establishment
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# MAYFLOWER COLLEGE

## Person specification: Student Services (Welfare) Officer\*.

*\*Based on the Munro-Fraser System*

<i>Essential</i>	<i>Desirable</i>
<p>1. Impact on other people Flexible, customer focused attitude and courteous manner. Ability to develop good relationships with staff, students and homestays. Experience of relating to people from a variety of different backgrounds. Tolerant, patient and sensitive to the issues facing international students adapting to life and study in UK. Professional appearance, clear and confident manner.</p>	<p>Uses a range of effective communication skills to establish rapport and maintain positive relationships with staff, students, homestays and agents/group leaders. Manage your own emotions and behaviour in difficult situations, ensuring your own anxiety or frustration does not impact on others.</p>
<p>2. Qualifications and experience Educated to A level standard or equivalent. Proven experience of working in an administrative role. Experience of working in a small team. Very good computer skills with knowledge of Microsoft Word, Excel, Publisher and Access. Ability to work accurately and precisely.</p>	<p>A University degree, Higher National Diploma or equivalent qualifications. Experience of working in a student-facing, administrative/welfare role in further or higher education. Experience of working in a counselling, welfare or advisory role. Experience of working with international students and an understanding of cultural awareness.</p>
<p>3. Innate abilities Ability to project manage and schedule accommodation requirements for busy periods The ability to grasp new ideas and procedures quickly and accurately. The ability to prioritise and meet strict deadlines. The capacity to work on various tasks at the same time.</p>	<p>Records new information learnt and is able to reflect and learn from new experiences. Ability to prioritise a heavy workload and manage conflicting priorities in order to meet deadlines. Ability to propose improvements to administration policies and procedures.</p>
<p>4. Motivation Consistently provide a friendly and professional service. Understand the importance of satisfying customers.</p>	<p>Recognises the importance of what factors constitute delivering a quality service to staff and students. Proactively seek feedback from staff/customers/homestays/agents and group leaders in order to improve the service.</p>
<p>5. Adjustment The ability to work calmly, even when under pressure.</p>	<p>Thinks through implications in order to take the most appropriate course of action. When confronted with problems, listen</p>

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How attributes are classified:

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**Reports to:** General Manager

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**Period:** 12 month contract (with option to renew)  
**Pay:** £27,300 (paid pro rata) rising to £30,940 (paid pro-rata) after 6 months  
£15,600 to £17,680 per annum based on 20 hours per week  
(£15 per hour rising to £17 per hour)  
**Hours of work:** 4 days per week over Monday to Friday (5 hours per day)\*  
*(\*Some weekend work is required for meeting and seeing off groups during busy periods – additional payment is provided for this).*  
**Holiday entitlement:** 4 weeks holiday entitlement, in addition to public/bank holidays\*  
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Areas of **direct responsibility** include:

#### **Retention, Recruitment and selection of homestays (and compliance)**

1. Advertising and recruiting for new homestay providers (when needed) and visiting their homes to ensure that they can provide suitable accommodation.
2. Maintaining regular contact with existing homestay providers, making sure they are aware of any changes in UK legislation or British Council accreditation regulations that affect them (and annually reviewing the website, homestay handbook and documents).
3. Ensuring all hosts are fully compliant with current statutory regulations (e.g. annual gas safe certificates, fire risk assessments, DBS checks etc).
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#### **Reserving/booking homestay accommodation for groups**

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3. Booking students and group leaders with suitable homestay accommodation (taking into account any special needs or requirements listed on their enrolment forms).
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7. Emailing or posting accommodation confirmation to agents, group leaders, as well as to students and homestay providers (and answering enquiries about accommodation).
8. Using current software applications which include Microsoft Word, Excel, and Outlook (e-mail, contact & schedule management programme) and our school database.

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#### **Reserving/booking homestay accommodation for groups**

1. Project managing the provision of accommodation during the peak periods. Mayflower College has approx. 40 homestay providers providing accommodation in single and/or twin rooms. During the peak periods, you will be responsible for hosting approx. 40-50 students per week).
2. Monitoring availability with homestay providers and keeping the General Manager informed of occupancy levels.
3. Booking students and group leaders with suitable homestay accommodation (taking into account any special needs or requirements listed on their enrolment forms).
4. Sending out relevant information to homestays regarding arrivals and departures.
5. Booking alternative accommodation (e.g. hotels, B&Bs) for students/ group leaders not staying with homestay providers.
6. Monitoring quality control and responding rapidly to any issues regarding both homestay (and self-catering) accommodation.
7. Emailing or posting accommodation confirmation to agents, group leaders, as well as to students and homestay providers (and answering enquiries about accommodation).
8. Using current software applications which include Microsoft Word, Excel, and Outlook (e-mail, contact & schedule management programme) and our school database.

#### **Supporting group leaders and their international students (welfare and safeguarding)**

1. Providing support to students who may be experiencing culture shock/social/emotional issues. Trouble-shooting problems and managing communication with group leaders, agents, parents, students and host families. Providing pastoral support and advice to students during their time in Plymouth.
2. Providing pastoral care; for example assisting students with access to healthcare (Doctors/Dentist and hospital appointments) if required.
3. Meeting groups upon arrival/departure and taking it in turns to manage the emergency mobile, especially during the busiest months of June, July and August. Occasionally handling homestay problems out of hours, if there is an emergency. If a student needs to be removed from a homestay provider organising the move, liaising with all parties concerned.

#### **Safeguarding**

1. Safeguarding under 18's is an extremely important part of the role and you will be required to undertake training (usually offered by English UK and /or PCSB Plymouth Children's Safeguarding bureau). You need to be aware of requirements of the British Council Accreditation UK scheme and organisations such as Plymouth City Council (Private Fostering) and PCSB (Plymouth Children's Safeguarding Board).

2. Homestay hosts and adults normally resident in the home must have a current DBS check and must provide at least 2 references. A home based role DBS check allows police to provide other information on adult residents at the same address (and whether any of them are unsuitable to be hosting under 18's). Home based checks and the DBS update service is currently incompatible, so DBS checks for homestays (and any other adults in the home) must be renewed every 3 years. This role carries the responsibility of checking and renewing DBS checks for homestays and adults resident in the home. Homestays can never be used until a DBS check has been returned.
3. The majority of Mayflower students who are under 18 years stay for 14 days. Occasionally there may be groups who stay for longer. Homestays who are hosting children under the age of 16 years for more than 27 nights must be registered as a Private Foster carer with Plymouth City Council. Read more about this at <https://www.plymouth.gov.uk/childrenandfamilies/lookedafterchildrenandyoungpeople/lookingaftersomeoneelseschild> This role involves liaising with Plymouth City Council to give information about homestays who are required to register as Private Foster Carers.
4. Liaising with the other members of the Safeguarding Team and deal with any day-to-day safeguarding matters at the school as described in the "Safeguarding Policy", Prevent Policy, and other associated documents.

#### **Other duties**

1. Assisting in preparing information for the weekly e-newsletter, which follows a format (training to be given) and is sent to students and agents around the world.
2. Meeting groups on arrival and introducing students and their group leaders to their homestay providers (this is also shared with other members of staff).
3. The nature of working in an English language school is such that at certain times it will be very busy and work priorities may change. You will need to be flexible and willing to provide administration cover for other colleagues, when needed.

The ideal candidate will have:

- Experience in a customer facing role, planning projects and seeing them through to completion
- Experience working in a general administrative role in a busy office environment
- A logical and organised approach to tasks showing effective prioritisation skills
- Experience of Microsoft Office
- Excellent interpersonal and written communication skills

Essential competencies:

- You will need to be a car owner (and driver) in order to visit homestay providers.
- An enhanced DBS check.
- Educated to A level/NVQ level 3 or equivalent

Desirable competencies:

- Experience working with accommodation provision
- Experience of administration within an educational establishment
- Educated to degree level
- Safeguarding experience
- Clean driving licence

Please send your CV and covering letter by email to the General Manager, Jill Tyler email: [jill@maycoll.co.uk](mailto:jill@maycoll.co.uk) by Wednesday, 30<sup>th</sup> August, 2023.

We would ideally like to hold interviews in the week commencing 18<sup>th</sup> or 25<sup>th</sup> September, 2023 (ideally on Wednesday or Friday).



# MAYFLOWER COLLEGE

## Person specification: Student Services (Welfare) Officer\*.

*\*Based on the Munro-Fraser System*

<i>Essential</i>	<i>Desirable</i>
<p>1. Impact on other people Flexible, customer focused attitude and courteous manner. Ability to develop good relationships with staff, students and homestays. Experience of relating to people from a variety of different backgrounds. Tolerant, patient and sensitive to the issues facing international students adapting to life and study in UK. Professional appearance, clear and confident manner.</p>	<p>Uses a range of effective communication skills to establish rapport and maintain positive relationships with staff, students, homestays and agents/group leaders. Manage your own emotions and behaviour in difficult situations, ensuring your own anxiety or frustration does not impact on others.</p>
<p>2. Qualifications and experience Educated to A level standard or equivalent. Proven experience of working in an administrative role. Experience of working in a small team. Very good computer skills with knowledge of Microsoft Word, Excel, Publisher and Access. Ability to work accurately and precisely.</p>	<p>A University degree, Higher National Diploma or equivalent qualifications. Experience of working in a student-facing, administrative/welfare role in further or higher education. Experience of working in a counselling, welfare or advisory role. Experience of working with international students and an understanding of cultural awareness.</p>
<p>3. Innate abilities Ability to project manage and schedule accommodation requirements for busy periods The ability to grasp new ideas and procedures quickly and accurately. The ability to prioritise and meet strict deadlines. The capacity to work on various tasks at the same time.</p>	<p>Records new information learnt and is able to reflect and learn from new experiences. Ability to prioritise a heavy workload and manage conflicting priorities in order to meet deadlines. Ability to propose improvements to administration policies and procedures.</p>
<p>4. Motivation Consistently provide a friendly and professional service. Understand the importance of satisfying customers.</p>	<p>Recognises the importance of what factors constitute delivering a quality service to staff and students. Proactively seek feedback from staff/customers/homestays/agents and group leaders in order to improve the service.</p>
<p>5. Adjustment The ability to work calmly, even when under pressure.</p>	<p>Thinks through implications in order to take the most appropriate course of action. When confronted with problems, listen</p>

<p>Escalates problems/issues to more senior staff as appropriate.</p> <p>The ability to be patient and caring but, firm and decisive when required.</p> <p>A sense of humour.</p>	<p>objectively and proposes appropriate solutions.</p> <p>Positive about staff, students and responsibilities: using a problem solving approach, rather than a problem finding approach.</p>
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How attributes are classified:

- Impact on other people (appearance, speech and manner| )
- Qualifications and experience (education, training and experience)
- Innate abilities (aptitude for learning)
- Motivation (consistency, determination and success in achieving goals)
- Adjustment (ability to get on with people and deal with stress)