



# MAYFLOWER COLLEGE

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## JOB DESCRIPTION: Administration - Student Services (Welfare) Officer to cover maternity leave

Job Title: Administrator - Student Services Welfare Officer  
Based at: Mayflower College, 1 Radford Road, the Hoe, Plymouth, PL1 3BY  
Reports to: General Manager

Period: 10-12 month contract (includes a 6-month probationary period)  
Pay: Starting salary will be £20,000 per annum (rising to £20,500 after 6 months)  
Hours of work: 8:30am – 5:30pm (with 1 hour for lunch)  
Holiday entitlement: 4 weeks holiday entitlement per annum, in addition to public/bank holidays\*

(\*Please note: holidays during June, July and August are restricted and subject to negotiation due to it being the peak season of the business.)

### **Job summary (overall purpose)**

Student Service Welfare (Junior) Officers are the initial point of contact for all of Mayflower's international students. You will work as part of the busy administrative team (which also acts as the school reception) dealing with enquiries (face to face, telephone and email), enrolments, finance, welfare and cultural issues as well as organising social programmes for students visiting Plymouth.

An important aspect of this role is that of Junior Welfare Officer for the summer school (13 – 17 years) which runs during the months of June, July and August. Responsibilities include looking after the junior students and ensuring their welfare/safeguarding. You will also be responsible for designing the summer activity programme (confirming activity and coach bookings made, communication with teachers, students, homestays, parents and agents). Additional junior groups also visit throughout the year requiring similar programmes and welfare/safeguarding.

Throughout the year, the role includes the administrative, welfare and customer service aspects involved with supporting International students to study English in Plymouth. Sensitivity to the issues facing international students (for example: adapting to life and study in UK) is required.

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. *Please note: holidays during June, July and August are restricted and subject to negotiation due to it being the peak season.* You will also be required to meet groups upon arrival and departure (additional payment is given for this).

Areas of **direct responsibility** include:

1. Welcoming new students and dealing with student enquiries and questions. Student Welfare Officers are the first members of staff to be approached by students with problems of a non-academic nature (academic issues are referred to the Director of Studies and teaching staff).
2. Meeting with group leaders each weekday morning (as well as providing tea and coffee) and going through the daily events to ensure that the leaders are aware of what is happening. The morning meetings provide an opportunity to raise and trouble-shoot welfare issues. A diplomatic and calm, problem-solving approach is required!

3. Providing support to students who may be experiencing culture shock/social/emotional issues. Troubleshooting 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.
4. Assisting the DoS in monitoring student attendance, by following up any absences of junior students with homestay providers/group leaders/students and assisting with Doctors/Dentist and hospital appointments if required.
5. Areas of priority for the Summer School for Juniors include: booking the activity programme, sending programmes and letters to host families, programmes to students, preparing new student folders, troubleshooting problems with students and group leaders.
6. Familiarisation with the safeguarding/welfare policies and procedures with respect to all students under the age of 18. Including the requirements of the British Council (Accreditation UK scheme) PCSB (Plymouth Children's Safeguarding Board) <http://web.plymouth.gov.uk/localsafeguardingchildrenboard> and Plymouth City Council's Social Services team and Private Fostering laws.
7. Obtaining a First Aid Certificate and responsibility for ensuring that the contents of the first aid boxes conform to statutory requirements.
8. Providing advice and guidance to the students enrolled regarding travel options between the airports and Plymouth as well as other general welfare enquiries.
9. Meeting groups upon arrival/departure throughout the year and managing the emergency mobile during the summer months.
10. Organising the social programmes and activities for international students. This includes organising a suitable programme of afternoon and Saturday excursions for Junior students as well as Saturday excursions on a weekly basis for adults. Consideration must be given to balancing appropriate activities/excursions alongside the cost.
11. Accept payments (by cash, cheque, bank transfers) and allocate them as paid on the Student Database. You will also be required to calculate and give refunds, according to the Mayflower's cancellation/refund policy.
12. Students are advised to pay a deposit of £150 and the balance of fees 4 weeks in advance. You will be required to chase the student debtors 4 weeks prior to arrival and then 1 week prior to arrival. This is an important duty to ensure that students have a definite intention to study and pay on time.
13. Advertising social events and important dates (for example: Pancake days) and "What's on in Plymouth" on the student notice-boards and display boards. Helping maintain staff and student notice boards to disseminate information.
14. Saturday excursions should be monitored and costed, as they are currently offered "free of charge" to all students. Coach hire prices must be obtained by suppliers at the beginning of each year.
15. Maintaining the Mayflower Facebook page on a weekly basis. Advising members of upcoming Saturday excursions, social events and monitoring birthdays. Development of promotional ideas and activities (for example: "word of the day").
16. Processing enquiries and enrolments from prospective students (your specialist areas will include Arabic speakers, Socrates/ERASMUS and Juniors) using the Student Database (Access). Preparing confirmation letters and invoices for student accommodation, courses and travel.
17. Sending out weekly Aviation modules to online students.
18. Dealing with Mayflower stationery ordering and payment of suppliers. Records of stationery ordered and the cost to be recorded on a spreadsheet.
19. Liaising with voluntary organisations and companies to find work-placements for students/groups (normally outside of the summer months).

**Important:**

Please note, this role involves working in a small, busy office, so you will be required to cover for other members of staff. You must be prepared to become involved in all aspects of the running of the business. Therefore you will need a flexible attitude towards your job role and be willing to undertake additional jobs as necessary, for example: preparing and printing certificates of study for students upon departure, or any other jobs as required. Training and support will of course be provided.

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

*\*Based on the Munro-Fraser System*

<i><b>Essential</b></i>	<i><b>Desirable</b></i>
<b>1. Impact on other people</b> 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. Use a range of effective communication and diplomatic skills to establish rapport and maintain positive relationships with staff and students. Manage your own emotions and behaviour in difficult situations, ensuring your own anxiety or frustration does not impact on others.
<b>2. Qualifications and experience</b> 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. Ability to work accurately and precisely.	A University degree, Higher National Diploma or equivalent qualifications. A driving licence (and access to a car). 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.
<b>3. Innate abilities</b> 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.	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 plan and schedule your work and anticipate problems to ensure information is delivered on time and adheres to the quality expected by staff and students. Ability to propose improvements to administration policies and procedures.
<b>4. Motivation</b> Consistently provide a friendly and professional service. Understand the importance of satisfying customers.	Importance of what factors constitute delivering a quality service to staff and students. Proactively seek feedback from customers in order to improve the service. Commitment to professional development and continuous improvement.
<b>5. Adjustment</b> The ability to work calmly, even when under pressure. Escalates problems/issues to more senior staff as appropriate. The ability to be patient and caring but, firm and decisive when required. A sense of humour.	Thinks through implications in order to take the most appropriate course of action. When confronted with problems, listen objectively and proposes appropriate solutions. Positive about staff, students and responsibilities: using a problem solving approach, rather than a problem finding approach.

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)