



MAYFLOWER COLLEGE

1 RADFORD ROAD, PLYMOUTH PL1 3BY, UK
TEL. 44-1752-673784 FAX. 44-1752-671537
english@maycoll.co.uk www.maycoll.co.uk

***Applications are invited for the post of Students Services Officer (Junior Welfare)
at the Mayflower College of English (12 month contract)***

The Mayflower College is a private English language school accredited by the British Council and a member of English UK. We welcome approx. 1,000 international students per year (from more than 50 different countries) on English language courses ranging from 1 week to 12 months. We receive adult students and junior groups throughout the year and run a summer school for junior students (aged 13 – 17 years) during June, July and August.

As this position involves working with students under 18 years, you will be required to sign a Declaration Form and be willing to undertake an Enhanced Disclosure and Barring Service check prior to appointment. Please also note:

- (1) All references will be followed up – this includes a specific enquiry as to whether there is any impediment to your being employed in a situation where you will have responsibility for the care of, or substantial access to children.
- (2) Proof of qualifications will be required and gaps in CV's must be explained satisfactorily.
- (3) All staff working with juniors will be required to sign a Declaration Regarding Suitability to Work with Children (as required by the Children Act 1989).
- (4) Appropriate DBS disclosure will be requested prior to appointment.

This position is initially for a period of employment for 12 months (9 month probationary contract initially covering for maternity leave); there may be an option to extend the contract at the end of the period. Working in a small office (which also acts as the school reception) the successful candidate will become involved, directly or indirectly, with all aspects of the running of the school.

Mayflower College ensures that no person applying for employment is treated less favourably than any other on the grounds of race, colour, culture, ethnic origin, religion, gender, physical disability, marital status, sexual orientation, HIV status or age, or is disadvantaged by any conditions or requirements which cannot be shown to be justifiable.

Mayflower College will ensure that anyone applying for employment is dealt with fairly and without discrimination and no application will be placed at a disadvantage by requirements or conditions which are not necessary to the performance of the job.

Applicants are requested to send a CV and covering letter/e-mail in the first instance to:

**Miss Jill Tyler,
General Manager,
Mayflower College of English,
1 Radford Road, The Hoe,
Plymouth PL1 3BY
Email: jill@maycoll.co.uk**

The closing date for applications is **Friday 31 January, 2020.**

A limited number of applicants will be invited for interviews by arrangement. Please note that your passport and proof of entitlement to work in the UK and qualifications (and a copy of a recent Enhanced DBS check if you have one) will be required at interview. The interview (question and answer session) will last approx. 45 minutes and there may be a short computer task (approx. 10 to 15 minutes).

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: 12-month contract (includes a 6-month probationary period)
Pay: Starting salary will be £21,500 per annum (rising to £22,000 after 6 months)
Hours of work: 8:30am – 5:30pm (with 1 hour for lunch)
Holiday entitlement: 4 weeks holiday entitlement, 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 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, communication with teachers, students, homestays, parents and agents/group leaders). Group leader meetings take place each weekday morning alongside the Director of Studies/General Manager. Additional junior groups also visit throughout the year requiring similar activity programmes/welfare/safeguarding and meeting with the group leaders.

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. Safeguarding under 18's is an extremely important part of the role and you will be required to undertake specialist safeguarding training (usually the Designated Staff training offered by English UK and/or Plymouth Children's Safeguarding training) and also undertake First Aid training. An Enhanced DBS check is essential for this role.

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:

Dealing with enquiries/enrolments/invoicing/ payments and welcoming new students (specialism: individual juniors)

1. Dealing with student enquiries and questions and welcoming new students. 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. You will also have sole responsibility for the enrolment and administrative aspects involved in supporting the individual juniors (who travel without group leaders or their parents). You will need to ensure that you obtain their arrival/departure information and send their homestay arrangements and obtain parental consent forms.
3. 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.
4. 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.

Best practice: You should be helpful and courteous to students and their representatives and provide excellent levels of customer service. Students (or their representatives) need to receive sufficient information and advice on their course choice and during their stay. You will need to carry out enrolment, cancellation and refund procedures efficiently and fairly and with appropriate sensitivity. The parents/guardians of under 18's must provide a completed parental consent form and provide medical information/consent.

Assisting with the arrival/departures, taking turns with emergency phone

5. Providing advice and guidance to the students enrolled regarding travel options between the airports and Plymouth, organising arrival/departure information to homestays as well as dealing with other general welfare enquiries.
6. Meeting groups upon arrival/departure throughout the year and managing the emergency mobile during the summer months.

Best practice: As you will be responsible for communicating arrival/departure information for students under 18 years, you will need to maintain up to date records of arrival/departure information along with students contact details and emergency contact numbers. Systems are in place to help you to do this, but ensure that another member of staff checks the arrival/departure information with you. Students receive a 24 hours emergency contact number with procedures and policies for how to respond in the event of an emergency.

Group leader liaison

7. Meeting with group leaders each weekday morning (as well as making them 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, it is vital to create a warm and positive atmosphere where problems can be raised and discussed. A diplomatic and calm, problem-solving approach is required.

Best practice: You should be helpful and courteous to group leaders and provide excellent levels of customer service. It is not always possible to meet every request or solve every problem; however the aim is to respond appropriately. Always check with the Director of Studies/General manager if you are unsure. We aim to encourage a supportive atmosphere, where people can raise issues and take time to find appropriate solutions.

Supporting international students (welfare/safeguarding)

8. 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.

Safeguarding under 18's

9. 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. Safeguarding under 18's is an extremely important part of the role and you will be required to undertake training (usually the Designated Staff training offered by English UK).

Best practice: Students need to receive pastoral care appropriate to their age, background and circumstances. You will need to be aware of culture shock/social/emotional and safeguarding issues in respect of under 18s. Please familiarise yourself with the safeguarding policy and how to refer any concerns. There are also policies to promote tolerance and respect and procedures for dealing with inappropriate behaviour. Policy documents are available to view at <https://www.maycoll.co.uk/english/policies.htm>

Monitoring students attendance/absence

10. 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.

Best practice: It is essential with under 18s that we know where they are at all times. If students are ill, we have to ensure that they have access to adequate healthcare and assist with arranging appointments and accompanying students to these appointments.

Activity programme bookings/Saturday excursions

11. 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.
12. 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.
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. Coach hire prices must be obtained by suppliers at the beginning of each year.

Best practice: Students should have appropriate information about and access to social, cultural and sporting activities which enhance their experience of studying in the UK. We have a wide variety of activities available and we ensure that content of the leisure programme is appropriate to the age and interests of the students and take into account group leaders requests for returning/repeating students.

Preparation of activity packs for teachers leading activities/excursions

15. In addition to organising the programme, you will also need to prepare information packs on the activities for teachers/students. Please ensure that you produce the activity packs: register of students/leaders; policy documents (emergency contact details and risk assessments, first aid packs, mobile phones and activity information (excursion leaflets).

Best practice: The activities/excursions must be well organised and sufficiently staffed. An important part of this role is ensuring that staff are well briefed and that handouts/maps are given to students. There are also systems to ensure the health & safety of students on all on and off-site activities. Risk assessments are provided for each activity along with feedback forms for teachers to update/add information so that Risk assessments can be continually reviewed and updated.

Work placements and company visits

16. Liaising with voluntary organisations and companies to find work-placements and suitable visits for students/groups (normally outside of the summer months).

First Aid

17. Obtaining a First Aid Certificate and responsibility for ensuring that the contents of the first aid boxes conform to statutory requirements.

Facebook page

18. 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").

Ordering stationery

19. Dealing with Mayflower stationery ordering. Keeping records of stationery ordered and the cost also to be recorded on a spreadsheet.

Signage

20. Ensuring Mayflower College signage is clear and communicate information effectively (Who/s who, first aid signs, fire drill, policies and procedures etc.).

Café

21. Café: ensuring signage is clear, along with analysis of pricing and stock taking at least once a year. Ordering café stock as and when required.

Accounts

22. Weekly Accounts responsibilities (usually outside of the summer months) to include:-

Daily

Debit allocations including separate costing for IELTS and TEA departments

Allocating credits and CHAPS payments on the database and accounts

Weekly

Update payments pending spreadsheet with new invoices (Pending payments folder)

Petty cash spreadsheet – input receipts and work out top-up required

Monthly

Credit card reconciliation (checking all credit card payment and ensure the debits are allocated appropriately).

Annually

Assisting with preparing the filing information for the accountant at the year end.

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. Training and support will of course be provided.

Person specification: Student Services (Welfare) Officer*.

****Based on the Munro-Fraser System***

<i>Essential</i>	<i>Desirable</i>
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. 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.
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. 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.
3. Innate abilities 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.
4. Motivation 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.
5. Adjustment 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)