



Senior

**Student Welfare Officer - Transfers  
(Residential)**

**JOB DESCRIPTION 2025**

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## ABOUT STAFFORD HOUSE

Stafford House has over 70 years' experience in providing international students with great English language study experiences in the UK. Our mission is to educate, inspire and help our students enjoy our locations, empowering them with confidence to realise their personal potential. Stafford House comprises 2 brands, Stafford House International and Stafford House Study Holidays.

Stafford House Study Holidays offers study experiences in the summer in a variety of locations, including our CATS Global Schools locations globally and partner summer venues at prestigious boarding schools and universities. We also offer a variety of non-ELT summer programmes studying Arts, Sciences and Business.

Stafford House International has 3 year-round locations in Cambridge, Canterbury, and London. These schools benefit from being co-located with other schools in CATS Global Schools allowing us to deliver a high-quality service to students and staff. We deliver our signature Professional Certificate courses and Business English programmes in London and IELTS preparation in all three locations and our General English programme is enhanced by our module courses in the afternoons in all three locations. All three schools deliver programmes from groups booked through Study Holidays throughout the year.

We offer a true experience for our students, and it takes dedicated and special employees to help deliver that. Our 'Lions' are part of the Stafford House family from the start as we quickly integrate people into the team and look to build individuals skills to allow them to truly excel in their role and push on to greater things. Once a lion, always a lion!

## Senior Student Welfare Officer - Transfers

- Working closely with the Centre Director, the Welfare and Office Manager and other staff members, be responsible for all aspects of student welfare at the centre, ensuring their wellbeing and safety.
- Working with the Operations Manager, Transport and Logistics Manager and Student Services Manager, organise student transfers to/from airports.
- Go to the airport to meet and greet students as required.
- Take responsibility for Health and Safety at the centre.

Department:	Welfare
Reports to:	Centre Director, Welfare and Office manager
Contract:	Temporary, fixed term
Hours:	52 hours over 6 days per week
Salary Scale:	Basic rate of £634.92 per week plus holiday entitlement

## YOUR PROFILE AND RESPONSIBILITIES

### Understanding of Policies and Procedures

- To have read our Student Welfare handbook and be fully conversant and committed to safeguarding and promoting the welfare of all students, Group Leaders and staff.

### Student Arrivals and Departures

- Assist with planning airport arrivals.
- Take an active role in meet and greets at airports and train stations where required.
- Provide a warm welcome for students, Group Leaders and new members of staff.
- Organise and participate in student orientation and induction, including ensuring that each student has an ID card on arrival, and arrange for the collection and issue of bus passes (where applicable).
- Plan accommodation for arriving students, organising pre-arrival and departure checks and damage surveys.
- Plan airport departures, working with Group Leaders to ensure they understand the departure arrangements.

### Student Awareness

- Ensure that each student's cultural, religious and dietary needs are met and respected.
- Help students to adjust to life in Britain and to understand information concerning personal safety, British law and centre rules.

### Management

- Manage a team of Student Welfare Officers in the absence of a Welfare and Office Manager.
- Deputise for the Welfare and Office Manager when necessary.

### Student Supervision

#### Day Time

- Ensure that all students attend the set activity/lesson, and deal with any issues appropriately
- Supervise students at mealtimes and free time, ensuring that they are eating and behaving well as well as mixing with students from different groups and nationalities.

- Work with Group Leaders to ensure they understand our policies and school rules and are supervising their students effectively.

#### **Nighttime**

- Manage lights-out duties: write staff supervision rota, supervise other staff on pastoral care duties.
- Nighttime duty 4 nights per week (10pm to 1am).

#### **Care of Individual Students**

- Provide leadership for individual students and integrate them with other students.
- Provide care and support for individual students, particularly if they are not used to being away from home. These duties will include wake up duty, accompanying them to the doctor/nurse, and dealing with homesickness.

#### **Residence Management**

- Build a community spirit in the house/block via notice boards and house point system.
- Maintain student discipline in residences, liaising with management team and Group Leaders. Report all damages to Centre Director/WAM and Group Leaders immediately.

#### **Health and Safety and First Aid**

- Ensure that all Stafford House Health & Safety policies are implemented and monitored
- Ensure information relating to fire, Health and Safety and medical emergencies is correctly displayed on the information board, in residences and in the Common Room.
- Ensure that accurate rooming lists are kept and assist in fire drills, which are carried out on a regular basis.
- Provide First Aid for students and staff as and when required

#### **Communication and Information Recording**

- Always communicate key information to wider welfare team and Centre Management

## **ABOUT YOU**

### **Essential**

- Level of spoken and written English equivalent to CEF level C1/CAE/IELTS 7.0
- Previous residential experience
- Good administrative and prioritising skills
- Computer literate
- Able to organise and manage own work
- Good problem solving skills
- Demonstrate initiative towards taking on extra tasks
- Able to adapt quickly to change and be flexible
- Effective communicator, demonstrate empathy
- Enjoy working with children and teenagers from other cultures
- Able to address large groups of young people
- Professional appearance
- Keeps calm under pressure

### **Desirable**

- Current first aid certificate
- Experience of working with children
- Previous House Supervisor/Welfare experience
- Previous summer school experience
- Previous activity leading experience
- Previous supervisory experience
- Able to maintain long periods of physical activity

## **COMMITMENT TO INCLUSION AND DIVERSITY**

We are committed to diversity, inclusion and belonging. Building on our core values – Pioneering, Persevering, People – we pledge to deliver a series of events, guest speakers and focus groups to make CATS Global Schools an employer of choice for all.

## **ABOUT CATS GLOBAL SCHOOLS**

CGS is a leading provider of pre-university academic courses and English language courses in the UK. We provide programmes including A Level, IB and University Foundation, as well as English Language Study, to a growing number of international students seeking to win places at UK universities.

We operate a number of different educational brands: CATS Colleges in Cambridge, Worthgate School, Canterbury and Guildhouse School, London; CATS Academy in Boston; CATS China; Bournemouth Collegiate School, Bosworth Independent College and St Michael's School, Llanelli; Cambridge School of Visual and Performing Arts (CSVPA) and Stafford House English language schools and Study Holidays. We benefit from being part of a global team focused on teaching and learning.

## AND FINALLY

CATS Global Schools are committed to safeguarding and promoting the welfare of our students and expect everyone connected with the organisation to share this commitment. All positions are subject to the satisfactory completion of safer recruitment pre-employment checks in line with KCSIE guidelines. All shortlisted candidates will be required to complete a criminal declaration form prior to interview and be subject to online checks which may include social media checks in addition to an enhanced DBS check (DBS process paid for by CATS Global Schools), references and if applicable, an overseas police check.