



**Welfare and Office Manager
(Residential)
JOB DESCRIPTION 2025**

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!

Welfare and Office Manager

- Along with the Centre Director, overall responsibility for the welfare and safety of the students at the centre.
- Manage Student Welfare Officers and oversee their duties.
- Manage student transfers at the centre.
- Responsible for Health and Safety at the centre.
- Deputise for the Centre Director when required.

Department:	Welfare
Reports to:	Centre Director
Contract:	Temporary, fixed term
Hours:	60 hours over 6 days per week
Salary Scale:	
Pay:	
	£732.60 per week plus *holiday entitlement
	Emergency Phone – up to *£40 per week (£20 per night payments for emergency phone cover – anticipated 2x per week)
	Loyalty Payments (if applicable) - *£20 - 43 per week
	*paid at the end of your contract

YOUR PROFILE AND RESPONSIBILITIES

Managerial tasks

1. Write weekly rota for Student Welfare Officers.
2. Manage welfare duties: write staff rota for lights-out, night, free time and meal duties and supervise pastoral care duties as well as student transfers to and from the centre.
3. Liaise with Group Leaders daily, both informally and at scheduled meetings.
4. Assist the Centre Director with staff induction day.
5. Assist the Centre Director in the day-to-day running of the centre.
6. Deputise for the Centre Director when necessary.

Welfare

7. To take full responsibility at the centre as one of the on-site Designated Safeguarding Persons and set up a culture of communication and observation to help prevent any maltreatment of children and young people in our care. You must be fully aware of our Safeguarding Policy and be able to implement an appropriate response to any signs or disclosure of abuse. You will refer such signs or allegations immediately to the Designated Safeguarding Lead Team at Head Office.
8. To have read and understood the Welfare Management manual, supervision manual and staff handbook, and be fully conversant with our policies for the welfare and protection of children. At all times whilst on duty, staff are responsible for the care, welfare and safety of students whilst ensuring they follow the school rules.
9. Ensure that each student's cultural, religious and dietary needs are met and respected.
10. Ensure that all policies for the welfare and protection of children are understood by students and adhered to by all staff.
11. Help students to adjust to life in Britain and to understand information concerning personal safety, British law and centre rules.
12. 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).

13. Maintain student discipline in residences, liaising with management team and Group Leaders.
14. Collect and read student and Group Leader feedback questionnaires, taking any action required in consultation with management.
15. Ensure that all Stafford House Health & Safety policies are implemented and monitored.
16. Carry out meal time and free-time supervision duties on a rota basis and if residential, lights out supervision as outlined above.
17. You will also be expected to carry out night time duties on a rota basis (10pm to 1am), 1-2 times a week.

Accommodation

18. Be responsible for Health and Safety issues in accommodation buildings and undertake fire warden duties. Ensure everyone is aware of emergency procedures.
19. Build a community spirit in the house/block via notice boards, house rules and competitions.

Administrative tasks

20. Coordinate airport transfers and student arrivals/departures, including confirming coaches and taxis.
21. Coordinate with the Accommodation and Venue Manager re. meal numbers (including packed meals for transfers and excursions)
22. Ensure clear and timely communication re. issues, incidents, activities and work done to/from Student Welfare Officers.
23. Administration duties, as allocated by the Centre Director. These may include, amongst others, carrying out airport transfers, controlling petty cash, or assisting the Activities Manager.

Office Management

24. Oversee and delegate simple administrative tasks to the Student Welfare Officers, ensuring that they are completed accurately and on time. These tasks may include data entry, filing, handling student records, and maintaining general office supplies.
25. Provide training to the Student Welfare Officers in basic administrative skills as needed, ensuring they can efficiently support the centre's operational requirements. Offer ongoing support to team members to help improve their administrative capabilities.
26. Ensure all communication within the centre, including emails to the central inbox, and documentation, is handled efficiently by the team. Maintain clear, professional communication channels between the staff, Group Leaders, students, and external partners, such as transport services.
27. Ensure that all student records, welfare logs, and attendance registers are kept up to date and securely stored. This includes managing sensitive information in compliance with GDPR regulations and Stafford House policies.
28. Monitor and manage office supplies, ensuring that materials necessary for daily operations are available. Liaise with the Centre Director or Transport and Logistics Coordinator to order additional resources when necessary and manage petty cash as required.

Other tasks

29. Attendance at the Management Training Weekend is mandatory (usually mid-June in Canterbury).
30. Escort groups on excursions, ensuring the safety and welfare of the students, as well as providing them with information to help them get the maximum benefit from their stay.
31. Actively lead activities as directed. Some planning may also be involved.
32. Actively encourage the involvement of students in activities and excursions, leading by example.
33. Teach when necessary e.g. teacher absence/insufficient student numbers (qualified staff only).
34. Additional duties as required.

ABOUT YOU

Essential

- Level of spoken and written English equivalent to CEF level C1/CAE/IELTS 7.0
- Previous supervisory experience
- Proven experience of working in a team
- Previous residential experience
- Effective management skills
- Proven competence in leadership
- Proven competence in administration
- Computer literate
- Able to adapt quickly to change
- Good problem solving skills
- Able to prioritise, organise and manage own work
- Demonstrate initiative in taking on extra tasks
- Effective communicator
- Enjoy working with teenagers and young people from other cultures
- Able to address large groups of young people

- Able to maintain long periods of physical activity
- Professional appearance

Desirable

- Educated to degree level
- Current first aid certificate*
- Experience of working with children
- Previous House Supervisor/Welfare experience
- Previous summer school experience

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.