

ACCOMMODATION and WELFARE OFFICER, Brighton, Job Description

Reporting to: Head of Accommodation and Welfare
Hours per week: Full time (37.5 hours) per week, Monday to Friday between the hours of 08:30 and 17:30*. In addition, occasional weekly/weekend duty for additional remuneration.
Last review: August 2022

Job Description

Reporting to the HoAW for all duties, the Accommodation & Welfare Officer will be responsible for:

1. Administration:

- inputting, maintaining and updating host records
- obtaining DBS checks on homestays in line with ELC Safeguarding and Child Protection Policy.
- follow ELC policies on Data Protection
- obtaining Parental Agreements from all under 18s prior to their arrival and ensuring that contact meetings are setup four-weekly for longer term under 18s
- providing academic team with first week feedback forms for all students
- analysing feedback from all students for all accommodation types, following up where necessary and filing accordingly

2. Accommodation

- visiting new host families, considering factors such as distance from school, proximity to other students, bus routes, well-lit roads, local area, as appropriate.
- revisiting current host families as per ELC policy: ie a minimum of biennial visits for hosts who accommodate over 18s and annual inspections for hosts who accommodate under 18s
- communicating weekly with Britannia Study Hotel residence staff to ensure they are aware of incoming and departing students
- communicating any feedback with Britannia staff and student issues that need resolving
- liaising annually with the hotels ELC has an agreement with to agree prices for the following year. Visiting these hotels and Britannia Study Hotel annually to ensure the level of provision and services is maintained and check fire risk assessments

3. Welfare

- ensuring students in privately-arranged accommodation have provided ELC with current address and all students have provided up-to-date mobile numbers.
- assisting HoAW in providing pastoral support or students with welfare needs
- taking into account feedback from students. Assisting HoAW in dealing with problems raised by either the student or the host during the student's stay.
- assisting HoAW with ongoing support for under 18s during the course.

4. Weekly/Weekend duty Rota

- being included in the monthly rota for weekend Emergency Telephone duties

5. Other duties

- running the department in the HoAW's absence
- other administrative duties may be requested by the HoAW



Personal qualities

	Desirable	Essential
High standard of written and spoken English		X
Previous office experience		X
Smart, professional appearance		X
Good organisational skills		X
Excellent communication skills, in face-to-face, electronic, telephone and written form		X
Experience of working effectively as part of a team		X
Able to demonstrate personal initiative and prioritise workload		X
Excellent IT skills		X
Must be adaptable and have the ability to multi-task		X
Able to demonstrate flexibility		X
Assertive and non-confrontational		X
Excellent understanding of customer service		X
Positive can do attitude to work		X
Awareness of a variety of cultural backgrounds	X	
Experience of learning another language	X	
Experience of effective communication with overseas costumers	X	

Under 18's and Vulnerable Adults

Appointments are subject to the current legislation covering vetting arrangements for adults. You are required to comply with the company's relevant procedure.

Company policies can be found here: <https://www.elc-schools.com/policies>

ELC Ethos

Our aim is to provide excellent teaching and services in a caring and friendly environment so that every student can derive the maximum benefit from their stay. For more information about ELC, the charity, mission, goals and values see www.elc-schools.com/about/elc-mission

Hours

A normal working day is 7.5 hours with 1 hour for lunch. Schedules may vary according to the needs of the business but will normally be 08.30-17.00, 08.45-17.15 or 9.00-17.30.

PH 05.08.2022