



**Student
Welfare**

**Officer/Activity Leader
Residential
JOB DESCRIPTION 2026**

ABOUT STAFFORD HOUSE

Stafford House International 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 cities, empowering them with confidence to realise their personal potential.

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, IELTS and Cambridge Exam preparation in all three locations and our General English programme is enhanced by our module courses in the afternoons in all three locations. Stafford House International is complemented by Stafford House Study Holidays offering 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.

Student Welfare Officer/Activity Leader

- Working closely with the Welfare and Accommodation Manager and Centre Director and other staff members, be responsible for all aspects of student welfare at the centre, ensuring their wellbeing and safety.
- Assist with accommodation issues.
- Go to the airport/train station to meet and greet students as required.
- Use our database (data entry and retrieval), take responsibility for the duty phone on a rota basis, and handle all data in line with GDPR regulations.
- Supervise and look after the safety and welfare of students, ensuring that all Health and Safety procedures are followed.
- Under the guidance of the Activities Manager/Excursions Manager and utilising the outlined social program provided by Head Office, plan, organise and implement a high-quality programme of activities and excursions, leading by example.
- Motivate and encourage students to take an active part in the programme.

Department: Welfare/Activities

Reports to: Welfare and Accommodation Manager, Activities Manager

Contract: Temporary, fixed term

Hours: 48 hours over 6 days per week

Pay: Basic rate of £610.08 plus holiday entitlement. Increments for coaching, first aid and lifesaving certificates available at selected centres.

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

- Provide a warm welcome for students, Group Leaders and new members of staff.
- Take an active role in meet and greets at airports and train stations.
- 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 keys / keycards / bus passes (where applicable).
- Meet with individual students to confirm departure details and book taxis.
- Review accommodation for arriving students, organising pre-arrival and departure checks and damage surveys.
- Assist with the provision of packed meals for students who would otherwise miss a hot meal at our centre.

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.

Activities/Excursions

- To prepare for activity sessions thoroughly. Preparation time can be considerable if you are to ensure the success of the timetabled session. This involves:
 - Comprehensive planning and promoting of the activity, ensuring that students sign up in advance
 - Considering all potential hazards concerning Health & Safety according to guidelines laid down, and making necessary provisions to avoid accidents
 - Knowing necessary instructions/directions before session start time
 - Having all equipment and decorations, if appropriate, set up before students arrive
 - Packing away all equipment and materials and tidying the activity space.
- To actively encourage the involvement of students in activities and events, leading by example.
- When running an activity, to supervise other staff and encourage them to take a full and active part.
- To ensure that listed students are present at social programme sessions and to maintain accurate registers of their attendance.
- To look after the materials/equipment and ensure they are returned at the end of each activity.
- To lead groups on excursions and ensure the safety and welfare of the students, as well as providing them with information to help them get the maximum benefit from their visit.

Student Supervision

Day Time

- Ensure that all students attend the set activity/lesson, and deal with any issues appropriately.
- Supervise students at mealtimes (breakfast, lunch and dinner), 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, 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 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/Welfare and Accommodation Manager 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 the fire drills that are carried out on a regular basis.
- Ensure that relevant Health and Safety paperwork is completed and stored appropriately.
- Provide First Aid for students and staff as and when required.

Communication and Information Recording

- Keep a clear and informative log to communicate key information to wider welfare team and Centre Management.
- Always report any safeguarding concerns to the Centre Management team.
- Use our database to access, record, and maintain accurate information.
- Take responsibility for monitoring the team duty phone on a rotational basis.
- Carry out all duties in full compliance with GDPR and SHSH data protection policies.

Other Duties

- Provide reception cover on a rota basis as required
- Assist with the activities and excursions programme when required

ABOUT YOU

Essential

- Level of spoken and written English equivalent to CEF level C1/CAE/IELTS 7.0
- Able to adapt quickly to change and be flexible
- Effective communicator, demonstrate empathy
- Able to address large groups of young people
- Good administrative and prioritising skills
- Computer literate
- Able to organise and manage own work
- Good problem-solving skills
- Demonstrate initiative in taking on extra tasks
- Enjoy working with teenagers and young people from other cultures
- Professional appearance
- Able to maintain long periods of physical activity
- A positive, “can-do” attitude

Desirable

- Previous residential experience
- 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

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.