



**Student Welfare Officer - Transfers  
(Residential)  
JOB DESCRIPTION 2026**

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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!

## Student Welfare Officer-Transfers

This role combines our residential Student Welfare Officer role with transfer co-ordination

- 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.
- 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 support our students, ensuring that all Health and Safety procedures are followed.
- Motivate and encourage students to take an active part in the programme.

Department:	Welfare
Reports to:	Centre Director, Welfare and Accommodation manager
Contract:	Temporary, fixed term
Hours:	48 hours over 6 days per week
Salary Scale:	Basic rate of £610.08 per week plus holiday entitlement + Loyalty payment where applicable

## 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
- Meet with individual students to confirm departure details and book taxis
- Take an active role in meet and greets at airports and train stations.
- 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).
- 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.

### 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) 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, 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 nurse/doctor 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 book 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, experience using Excel
- 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
- Can keep calm under pressure

#### **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.