

## Head of Welfare

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Job Title:	Head of Welfare
Reports to:	Centre Head
Location:	<b>ONCAMPUS</b> Amsterdam

### The Company

**ONCAMPUS** Amsterdam offers international students the opportunity to study and live in one of Europe's most exciting and academically focused cities. On successful completion of an Undergraduate Foundation programme, students can progress to a number of undergraduate or post-graduate degrees at the University of Amsterdam/ Amsterdam University of Applied Science.

**ONCAMPUS** provides high quality pathway programmes to prepare international students for undergraduate and postgraduate study at the world's leading universities. Our pathways offer guaranteed progression to over 500 degrees at our partner universities, and since 2008, **ONCAMPUS** has helped more than 4,000 students progress to the best universities in the UK, USA and Europe.

**ONCAMPUS** is part of Cambridge Education Group, which has been delivering the highest quality academic, creative and English language programmes since 1952, and has prepared thousands of students to progress onto the world's leading universities.

Whatever students aspire to, whichever college, school or centre they choose, Cambridge Education Group promises excellent teaching, premium facilities and the personal service our students demand.

Cambridge Education Group aims to be the undisputed customer service leader in the international education sector and to be recognised as such by its agents, partners and their clients, by the universities it works with and by its competitors. The objective is simple: to deliver exceptionally high standards of service in every single customer interaction and to ensure that our company values are clearly understood and are effectively applied across the whole organisation in all teams and at all levels of responsibility.

CEG is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The Company also expects all staff and volunteers to share the Company's commitment to Equal Opportunities within the workplace.

### Job Overview

The key objective of the role is to facilitate a highly supportive and caring environment for **ONCAMPUS** students to help them succeed, allowing them to reach their potential. The post-holder will lead and manage the Welfare provision and the Personal Tutorial system, providing opportunities for students to develop emotionally and socially, and will be actively involved in the Student engagement agenda. The role will involve working alongside the **ONCAMPUS** Academic and Administrative teams. As part of the centre Leadership Team there will be opportunity to present and deliver new initiatives, evolve existing processes and build on the success of the Centre. The post comes with budget management responsibilities.

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### Job Description

The following section outlines a more detailed, but not exhaustive, description of the duties pertinent to this post.

### Key Responsibilities

#### Lead and Manage the ONCAMPUS Welfare provision

- Taking part in our comprehensive induction programme (plan, implement, evaluate and review)
- Being a point of call for all Welfare issues raised in Centre
- Actively following up issues, and referring on to relevant support agencies where required
- Ensuring accurate and up to date records are kept for each welfare issue
- Providing support, in line with confidentiality policies, to members of staff providing pastoral support to students
- Review, implement and evaluate relevant policies associated with role
- Designated Safeguarding Officer, responsible for undergoing and updating training in this area
- Monitoring all under 18 students within the Centre
- Working closely with the admin/academic teams to monitor attendance statistics, and looking for patterns of attendance which may highlight Welfare Issues
- Work closely with Central roles and Welfare positions in other centres to share best practice and trends, enhancing and developing the Welfare provision at ONCAMPUS UK & EU
- Where relevant educate and train Centre staff on Welfare related topics

#### Leadership of the Personal Tutorial System

- To deliver the Personal Tutorial System to ensure a consistent system of support to meet the individual and diverse needs of ONCAMPUS students.
- Ensure the Scheme of Work and resources are of high quality
- Regularly reviewing the Personal Tutorial System

#### Student Engagement

- Work with SRSOs to ensure there is an active student engagement programme in place.
- Cultivate positive relationships with the appropriate personnel at our partner Universities
- Provide opportunities to celebrate student success, whether academic or social achievements and ensure these are communicated to stakeholders in the most effective manner.
- Be responsible for the student graduation ceremonies in liaison with admin and academic teams.
- To manage the budget for extra-curricular activities.
- Lead the appointment and training of student representatives for the student committee which must meet regularly.

#### Other Duties

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- Be a first aider for ONCAMPUS
- Contribute to the continuing improvement of student experience by leading student surveys and interviews periodically and make recommendations for improvement as necessary.
- Assist with the updating of the Centre Handbooks.
- Be involved with Accreditation/ monitoring visits
- To undertake any other duties commensurate with the status of the post, as deemed necessary by the ONCAMPUS Senior Leadership team or CEG Senior Management.

In particular, you will:

- Treat students with dignity, building relationships rooted in mutual respect;
- Have regard for the need to safeguard students' well-being;
- Show tolerance of and respect for the rights of others;
- Maintain high standards of attendance and punctuality;
- Help to create and maintain a safe working environment for everyone;
- Develop and maintain a full understanding of current child protection procedures.

## Person Specification

### Education

- Educated to degree level
- Relevant qualification or experience in Welfare

### Experience

- A strong track record in an administrative role
- Experience of supporting students with a variety of issues
- Experience of working in the education sector preferably further or higher education
- Experience of working with international students
- Experience of welfare issues

### Skills

- Demonstrate cultural awareness and understanding
- Excellent interpersonal, communication and presentation skills
- Excellent customer service skills
- The ability to prioritise, meet deadlines and work under pressure
- The ability to manipulate and present data
- Strong IT skills (including Microsoft packages)
- Dutch language skills would be an advantage

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### Behaviours

- Outward looking and student sympathetic
- A commitment to working cohesively as part of the broader team and acting in a manner that contributes positively to effective teamwork
- Flexible with the ability to solve problems and to put in the time necessary to solve problems
- A willingness to contribute to the review of processes
- The ability to adapt to a changing environment or priorities

### Employee Values

**Accountability and Ownership** – takes responsibility, meets commitments, dedicated, confident, invested in the work that they do and doing it well, pro-active, makes decisions, calculates the risk and shows leadership.

**Having Enthusiasm** - being flexible and responsive, can do attitude, hardworking, honest, has a willingness to learn, goes the extra mile, is positive in the face of challenges.

**Being Creative** – looks for new ways to improve, takes ideas and implements them, looks at problems in different ways, is solutions led.

**Being a Team Player** – friendly, punctual, reliable and respectful of their co-workers, communicates with enthusiasm, collaborates with colleagues, shares knowledge and teaches others.

**Being Customer Focussed** – approachable, helpful, shows empathy, communicates openly and welcomes feedback, builds relationships, organised, detail orientated, effective and efficient, courteous and professional.