



Job Description

Job Title:	Pupil Services Manager (Residential)
Department:	Summer School
Responsible to:	Director of Studies
Last reviewed:	November 2024

Job Outline

In 2022 Haileybury delivered its first International Summer School and we are building on this success in 2025. The programme has an academic focus and it is aimed at international students aged 11-17 with varying levels of English. The different courses include an impressive range of activities and some exciting excursions.

As a member of the Senior Management Team of the Summer School, you will be required to lead and manage a team of House Parents and Pupil Support Assistants to ensure the welfare and pastoral care for our students is of a high standard.

You will design and deliver a professional development programme and ensure all pastoral, welfare, arrival and departure administration is completed to a high standard.

The nature of a 24 hour a day, 7 days per week Summer School requires staff to work flexibly. The work is intense, days are long and whether on or off duty, staff are expected to put the needs of the students and the reputation of the school first. However, it is extremely rewarding and enables staff to develop their knowledge and skills in a vibrant, energetic workplace. You will work a 6-day week and be asked to sign a 48-hour waiver.

Purpose

The purpose of this job description is to set out the current principal duties of the post. It does not detail every individual task, and employees are required to undertake such tasks and duties as are allocated to them from time to time in accordance with the role. This job description will be reviewed annually as part of the School's annual performance review process.

Duties

- Support the Director of Studies in the overall management of the School.
- Lead and develop a team of House Parents and Pupil Support Assistants to ensure excellent welfare and pastoral care to students aged 11-17.
- Ensure that each boarding house is managed within School guidelines.
- Liaise with School Operations, Catering and Housekeeping teams to ensure appropriate levels of service and deal with any issues.
- Lead daily House Parent meetings that cover administration, students and staff needs.

T +44 (0)1992 706 379
Haileybury Hertford SG13 7NU

haileybury.com
Registered charity number 310013

- Plan and oversee delivery of twice-weekly INSETTs.
- Conduct observations and performance evaluations with your team.
- Manage the schedule and appointments of the School Nurse.
- Manage, with the Summer School Coordinator, the concerns and warning records.
- Take part in the Senior Team induction week.
- Undertake First Aid Training if a qualification is not held.
- Manage the storage of medicine and dispense prescribed and over-the-counter medication in line with School policies.
- Plan and deliver the induction for the welfare team.
- Ensure that all in-house activities are appropriately planned following Summer School guidelines, and that resources are used effectively and efficiently.
- Ensure that course reports and certificates are completed professionally and in a timely manner.
- Collect and act upon feedback as per the course schedule.
- Undertake pastoral duties as required.
- Manage the arrivals and departures of all students.
- Act as excursion leader as required.
- Take part in activities as required.

Other Requirements

Safeguarding and Child Protection

All employees must be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons with whom they may come into contact whilst at Haileybury. Employees must comply with the School's Safeguarding and Child Protection Policy and must be familiar with how to raise any safeguarding or child protection concerns.

Health and Safety

In accordance with the Health and Safety at Work etc. Act 1974 and associated legislation, all employees must comply with relevant health and safety procedures and guidance at all times. They must be familiar with, and assist the School in the implementation of, its Health and Safety Policy which is available on the School Portal.

Employees must also adhere to any requirements arising from, or relating to, any relevant risk assessments, Control of Substances Hazardous to Health (COSHH), PPE, and manual handling. Specifically, employees must carry out all duties in a manner which does not endanger themselves or others.

Equality, Diversity and Inclusion

Employees must comply with the School's equality, diversity and inclusion policies and practices in force from time to time and must carry out their duties in a manner which does not discriminate against any person on the grounds of any protected characteristic.

Code of Conduct

Employees at Haileybury are expected to work together cooperatively showing respect, courtesy and helpfulness to others at all times. Employees should work to actively support and promote the School's positive ethos and culture, and must act in accordance with the School's Staff Code of Conduct.

Data Protection

All employees must comply with the School's Data Protection Policy, and must carry out their duties in a manner which is consistent with this policy and data protection legislation generally.

**Pupil Services Manager
Person Specification**

	Essential	Desirable
Qualifications		
First Degree		✓
QTS		✓
Qualification in child care, social work, health care, etc.		✓
A recognised First Aid qualification		✓
A full, clean, UK driving licence		✓
Knowledge, Skills and Experience		
Ability to work as part of a senior team to support the wider team across all areas of the Summer School and ensure an immersive experience for learners	✓	
Ability to create a culture of innovation and personal responsibility	✓	
A high level of computer literacy, particularly Outlook, Google, Word, Excel and PowerPoint	✓	
Good literacy and numeracy skills	✓	
Excellent customer service skills	✓	
Personal Attributes		
Have the willingness and flexibility to deal with unexpected situations whilst putting student welfare first	✓	
Ability to deal with sensitive and challenging situations with tact and discretion	✓	
Highly articulate and confident	✓	
Ability to understand and operate in a school environment	✓	
Excellent communication skills with all relevant client groups, both internally and externally	✓	
Well organised with the ability to prioritise work to deadlines and under pressure	✓	
Ability to maintain confidentiality with tact, diplomacy and discretion	✓	
Flexible with the ability to adapt to changes to work schedules	✓	
Confident, self-motivated and proactive	✓	
Conscientious, reliable, resourceful, flexible, punctual and committed	✓	