

The Regent's International School, Bangkok

Student Welfare Officer

Job Summary

- To provide strategies and support to students and staff to enable students to achieve their potential in school by being ready to learn and able to participate in the learning opportunities the school offers.
- To work with all students across the school providing emotional, behavioural and academic support to students.
- As Student Welfare Officer, you will be responsible for ensuring each student receives exceptional support throughout the student journey from pre-arrival to graduation. You will ensure the highest level of customer service is delivered and work closely with the school to deliver a first class student experience.

Main Duties & Responsibilities:

1. To assist and support the Key Stage Coordinators and Phase Leaders in the management and care of students
2. In association with the Deputy Heads monitor and develop strategies in relation to improving punctuality and attendance.
3. To support and monitor identified students for whom interventions are appropriate to raise standards of achievement and promote wellbeing.
4. To work with staff and support the delivery of the PSHE programme and organise theme days as appropriate
5. To work with students and mentor or counsel those who may require behavioural academic or emotional support
6. To liaise with families and staff on student progress while following confidentiality protocols
7. To refer particular students to further internal support and trained external counsellors when appropriate
8. To attend regular pastoral meetings in relation to children in both Primary and Secondary
9. To engage in breaktime, before school or after school duties as required
10. To support initiatives particularly associated with parents and supporting their role in partnership
11. Create positive partnerships with other International Schools to focus on current best practice
12. Work with external agents, local hospitals, welfare professionals and Educational Psychologists to provide appropriate care strategies
13. To support and maintain the high standards of behaviour, work and appearance
14. To participate and fully engage in school and personal CPD activities
15. To support staff when required (e.g. through signposting to appropriate services)
16. Performing such other duties as may be required from time to time.

Key skills and knowledge will include:

- A UK undergraduate degree or equivalent
- Strong interest and experience of working with international students
- Experience of supporting young people
- Excellent interpersonal and communication skills, including the ability to handle formal meetings sensitively
- Good project management with strong organizational skills
- Flexibility and willingness to work under pressure and prioritise workload effectively
- Capable of working with external agents in the local context
- Excellent IT skills including experience in Google Suite

Reviewed: May 2020

For review: May 2021