

Pupil Services Manager (Residential) March 2026



Welcome

At Haileybury International Summer School, we welcome students from over 25 different nationalities, creating a rich and diverse community from around the globe. We believe the best learning happens when young people are fully immersed in English, not only in exciting subjects, but all in the language they use to explore them. This is why we provide a vibrant, language-rich environment where every activity, both inside and outside the classroom, inspires communication, builds confidence, and fuels curiosity and discovery.

It is a pleasure to welcome you to Haileybury International Summer School. Our beautiful campus is a perfect learning environment, and a dedicated team of staff look forward to supporting and encouraging you.

I am sure that your lessons will be enjoyable and rewarding, and I hope that you have fun while taking part in the many activities and excursions on offer. These are excellent learning opportunities and will provide you with the chance to make new friends while taking in some world-famous sights.

We want Haileybury to feel like a home from home for the duration of your time with us.

With my best wishes for what I hope is an enjoyable and productive Haileybury International Summer School experience.

Eugene du Toit
The Master



The Summer School

Our Summer School programmes are expertly crafted and delivered by highly qualified, passionate teachers, including members of Haileybury's own outstanding staff.

Pupils aged 11-13, with a minimum A2 level of English, study English Language while learning about history, world events, politics, science, culture, art, and technology, with related afternoon projects. Our pupils enjoy a range of exciting study tours and choose their focus activities. Our pupils aged 14-16 with a minimum B1 level of English can choose either STEM or ABH as their pathway. They will enjoy a range of study tours and choose an afternoon project class according to their interests.

With extensive experience teaching international pupils to the highest standards, our educators bring energy, expertise, and excellence to every lesson. Backed by Haileybury's impressive academic results, this team creates an engaging and supportive learning environment where every pupil is inspired to thrive.

We are proud to offer a Summer School experience led by educators who truly make a difference.

Pupils who join us for Summer School stay in our welcoming, single-sex boarding houses, where comfort and safety are top priorities.

With a fantastic staff-to-pupil ratio within each house, led by a caring and experienced House Parent, every pupil is well-supported and looked after round the clock. Pupil wellbeing comes first. Our caring staff are always on hand to offer support, encouragement, and a listening ear.

Meals at Haileybury are a real highlight! Pupils dine in the breathtaking Dining Hall, enjoying three delicious meals a day prepared by our professional catering team.

On excursions, study tours and workshops our pupils will explore iconic landmarks, dive into British culture, and take part in interactive, hands-on workshops that make learning unforgettable.

Evenings are packed with an incredible variety of activities to suit every mood, whether pupils are looking to relax, get active, or spark their creativity. Every evening is a chance to make new memories and practice English in a fun, social setting with friends from around the world.



Haileybury

The role

Haileybury International Summer School is an established, successful English language school which will offer Spring and Summer courses in 2026. The programme has an academic focus and it is aimed at international students aged 11-16 with varying levels of English. The different courses include an impressive range of activities, study tours and exciting excursions.

We are looking for an enthusiastic Pupil Services Manager to join our team, on a fixed-term contract.

The Pupil Services Manager will be required to lead and manage a team of House Parents, Assistant 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.

You will take one day and one night off per week. This will always be a Wednesday and Wednesday overnight. You will also be required to take pupils to hospital and other medical appointments as and when required. You will be accompanied by the relevant House Parent or Assistant House Parent.

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.



Haileybury

Responsibilities

- Support the Operations Manager and Director of Studies in the overall management of the Summer School.
- Lead and develop a team of House Parents, Assistant House Parents and Pupil Support Assistants to ensure excellent welfare and pastoral care to students aged 11-16.
- Manage the arrivals and departures of all students.
- 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 handle any issues effectively.
- Lead daily House Parent meetings that cover administration, students and staff needs.
- 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.
- With the Summer School Operations Manager, manage the concerns and warning records.
- 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.
- Act as excursion leader, as required.
- Take part in activities, as required.
- Undertake First Aid Training, if a qualification is not held.



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 and Diversity

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.



Person specification

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, ensuring an immersive experience for learners
- Ability to create a culture of innovation and personal responsibility
- A high level of computer literacy, particularly Microsoft Office/Google Workspace
- Good literacy and numeracy skills
- Excellent customer service skills

Desirable

- A full, clean UK Driving Licence
- Educated to Degree level, or equivalent
- QTS
- Qualification in child care, social work or health care
- A recognised First Aid qualification

Personal Attributes

- Have the willingness and flexibility to deal with unexpected situations whilst putting pupil 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
- Highly 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



Benefits

Staff have the opportunity to utilise the School's wonderful facilities including fitness suite, swimming pool, and tennis centre, at certain times.

Onsite accommodation is provided for all residential roles.

Staff are also provided with meals within our magnificent dining hall.

Professional development and learning sit at the heart of the School, and the successful post-holder will be joining a vibrant intellectual community.

Our staff body is collegiate and supportive, and staff wellbeing is prioritised. Staff will have access to a comprehensive Employee Assistance Program.



Application process

To apply for this position, please complete the application form in full, with reference to the candidate brief, and return it to hr@haileybury.com by **Midday on Monday 10 November 2025**.

Please be aware that we cannot consider an application unless the application form has been filled in completely, including details of your full employment history.

The School reserves the right to make an appointment before the closing date; candidates are therefore encouraged to apply as soon as possible.

The School has a diverse pupil body and is committed to its strategy of equal opportunity, diversity and inclusion. We encourage applications from candidates with a wide range of backgrounds to enrich our collective knowledge and experience. Appointments will be made on merit.

Haileybury is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Applicants for the above post must be willing to undergo child protection vetting, including reference checks with previous employers, prohibition checks and a criminal record check via the Disclosure and Barring Service.





Haileybury

Haileybury
Hertford
SG13 7NU
+44 (0)1992 706200
haileybury.com

