

## Job advert

# Residence Warden 0.64fte

### Context

**INTO is an organisation working in partnership with leading British Universities and investing in the development of world-class international student centres. It specialises in preparing students for undergraduate and postgraduate study in the UK. Our Centres deliver progression onto leading British undergraduate and postgraduate courses. Each INTO Centre is managed by a joint venture management board in which INTO and the partner University are equal shareholders.**

### Requirements

INTO University of Exeter is looking for a Residence Warden to work 24 hours per week (2 x 12hr night shifts).

The role of the Residence Warden will be to provide a duty of care as well as a safe, supportive and welcoming environment for students throughout the night on a rota basis. Duties will include being a point of contact for students, securing buildings and ensuring the accommodation is in good order. You will work with Student Services Resident Mentors to ensure there is appropriate support available for students.

We are looking for candidates who are able to establish a good rapport with international students whilst managing conflict and exercising appropriate judgement to different circumstances. Genuine commitment to providing welfare and support to students is key to this role as is being able to work on your own initiative and help out across the residential campus where needed. You must have strong negotiation skills with an approachable and non-judgmental manner. You will need to be able to undertake first aid duties.

Working hours may vary depending on needs but mainly fall between **9.00pm and 9.00am**. You will be expected to participate in a rota to work on site during holiday periods such as Christmas, Easter and Bank holidays.

### Salary

£19,500.00 per annum (this will be pro-rated as fractional hours worked)

### Requirements

#### Essential Requirements

- A genuine commitment to provide for the welfare and support of students.

- A good level of organisational and administrative ability with strong IT skills
- The ability to remain calm in pressured situations and take control
- Experience of working with students
- Possess or be prepared to work towards First Aid at work certificate, COSH training, fire evacuation training and basic health and safety training

#### Desirable Requirements

- Security Background and/or
- Experience of working in a higher education environment

The successful candidate would also have the right to work within the UK.

### Application Process

If you feel you have the necessary skills, experience and interest for this post, visit our website @ for an application form and job description.

**PLEASE SEND COMPLETED APPLICATION FORM TO OUR RECRUITMENT INBOX AS INDICATED ON THE APPLICATION FORM.**

Closing Date for applications: 12 Noon, Monday 17<sup>th</sup> June 2019

### Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

**This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.**

For further details, a full job description and a copy of our Candidate Privacy Notice see

<https://intoglobal.com/jobs>

INTO is an equal opportunities employer.

INTO is committed to safeguarding and promoting the welfare of young people, and child protection screening will apply.

[www.into.uk.com](http://www.into.uk.com)

INTO Giving is the charitable arm of INTO University Partnerships and is committed to increasing access to education and improving the quality of education for disadvantaged young people around the world. INTO employees are encouraged to take an active role in INTO Giving.

To find out more please visit [www.into-giving.com](http://www.into-giving.com).

# Job description

31 May 2019

## Residence Warden

### Context

**INTO is an organisation working in partnership with leading British Universities and investing in the development of world-class international student centres. It specialises in preparing students for undergraduate and postgraduate study in the UK. Our Centres deliver progression onto leading British undergraduate and postgraduate courses. Each INTO Centre is managed by a joint venture management board in which INTO and the partner University are equal shareholders.**

### Reporting Line

The post holder reports to the Head of Student Services & Systems in the first instance, with a secondary reporting line to the Facilities Manager.

### Job Purpose

To provide a duty of care as well as a safe, supportive and welcoming environment for students throughout the night on a rota basis. Duties will include being a point of contact for students, securing buildings and ensuring the accommodation is in good order. You will work with Student Services Resident Mentors to ensure there is appropriate support to students.

Daily working hours may vary depending on needs but you will be expected to work 2 nights in 7, between 9.00pm and 9.00am. You will be expected to participate in a rota to work on site during holiday periods such as Christmas, Easter and Bank holidays. In addition to this, you will be required to cover when other members of the team are on annual leave and these shifts may fall between the hours of 5.30pm to 9.00pm.

In emergency situations where the centre has to close, for example severe weather conditions, out of hours staff may be required to remain on site to support students; accommodation will be provided should such circumstances arise.

### Job Dimensions

#### Student Support

- To welcome and support students during arrivals weekend and departures and assist with check-in/out procedures.
- Respond to the needs of any INTO Exeter student. Display an awareness of the special requirements of students, paying particular attention to students with a disability/medical condition and with emphasis on the safeguarding of students under 18 years of age.

- During nightly rounds to promote good order in the residence and provide a friendly and welcoming environment; ensuring that students are compliant with the accommodation regulations, in particular to manage anti-social behaviour.
- To be able to attend to students needs and ensure the highest standards of customer care at all times.
- To respond to phone calls from the emergency phone.
- To be the first point of call in an emergency situation and make an assessment of the severity of the case before deciding the appropriate action, which may include accompanying the student to hospital. To liaise with the University Estate Patrol and the Centre staff where necessary.
- To produce nightly, comprehensive written reports for handover and record keeping purposes, including H&S incident reports.
- To liaise with the Student Services team over student behaviour and welfare issues.

### Facilities Support

- To monitor the INTO accommodation buildings in out of hour's periods.
- To ensure that the security of the accommodation is maintained overnight, conducting regular fire, health and safety checks as part of this cover, and liaising with Exeter University Estate Patrol where necessary.
- Respond to fire alarms and act as fire marshal and assist with fire drills.
- To ensure that the agreed standards of service and cleanliness are maintained in public areas within the accommodation buildings, which will include emergency cleaning.
- To undertake administrative duties as required.
- To deliver student mail.
- Check grounds and remove litter when required.
- To ensure that lost property is recorded when found and secured as agreed by management.
- To deal with student lock-outs
- To administer emergency first aid if needed.
- To monitor Residence Management general email account and action as appropriate.
- Undertake appropriate and relevant staff development training on a regular basis including health and safety, first aid, fire marshal, safeguarding and Prevent training.
- To attend Facilities and Student Services meetings as necessary.
- To be aware of relevant policies, procedures and regulations
- Adhere to confidentiality and data protection policy at all times.

**Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request.**

**We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.**

### Location

INTO University of Exeter

### Safeguarding

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### Person specification

	Criteria
<b>Legal status</b>	<ul style="list-style-type: none"> <li>Appropriate DBS disclosure will be required prior to confirmation of appointment.</li> </ul>
<b>Knowledge/Skills</b>	<p><b>Applicants must have:</b></p> <ul style="list-style-type: none"> <li>Good communication skills.</li> <li>Good written and spoken English.</li> <li>The ability to establish a good rapport with students.</li> <li>A genuine commitment to provide for the welfare and support of students.</li> <li>A good level of organisational and administrative ability.</li> <li>The ability to remain calm in pressured situations and take control.</li> <li>The ability to work on own initiative.</li> <li>Problem solving skills.</li> <li>Good time management skills.</li> <li>The ability to exercise appropriate judgment to different circumstances.</li> <li>The ability to manage conflict.</li> <li>Strong negotiation skills.</li> <li>Self-confidence and the ability to command respect.</li> <li>Flexibility and willingness to work unsocial hours.</li> <li>The ability to undertake first aid duties.</li> </ul> <p><b>Applicants must be:</b></p> <ul style="list-style-type: none"> <li>Discreet and respectful of confidentiality.</li> <li>Approachable in manner, empathetic and have a non-judgmental approach.</li> <li>Committed and responsible for promoting and safeguarding the welfare of children and young adults.</li> </ul>
<b>Training and Qualifications</b>	<ul style="list-style-type: none"> <li>Possess or be prepared to work towards First Aid at work certificate</li> <li>Possess or be prepared to work towards COSH training, fire evacuation training and other basic health and safety training.</li> <li>Be willing to undertake all security related training such as; conflict management.</li> </ul>

### Key Competencies:

Leading and deciding:

- Deciding and initiating action

Supporting and co-operating:

- Working with people
- Adhering to principles and values

Interacting and presenting:

- Persuading and influencing
- Presenting and communicating information

**Analysing and interpreting:**

- Writing and reporting

**Creating and conceptualising:**

- Creating and innovating

**Organising and executing:**

- Planning and organising
- Delivering results and meeting customer expectations
- Following instructions and procedures

**Adapting and coping:**

- Adapting and responding to change
- Coping with pressure and setbacks

**Enterprising and performing:**

- Achieving personal work goals and objectives