

Resident Mentor (residential position)

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.

Role

INTO University of Exeter provides a range of programmes for international students. An important part of this provision is the high level of residential and pastoral support offered during their time with us and we are inviting applications for the position of Resident Mentor to commence as soon as possible.

Responsibilities include working as part of a team outside of office hours to ensure the welfare and, where required, discipline of approximately 500 international students, some under the age of 18. The role involves fostering a community spirit in the residences, as well as promotion and involvement in the social programme. This position would suit a graduate or postgraduate.

Requirements

Candidates should be able to demonstrate the following:

- Experience of supporting students from international or similarly varied backgrounds
- Good working knowledge of the University and the city of Exeter
- Supportive nature and willingness to go the extra mile in providing support to others
- Excellent command of spoken English when communicating with both native and non-native speakers of English
- The ability to communicate problems and solutions clearly and effectively, in addition to excellent team-working and interpersonal skills.
- Excellent IT skills including use of Excel, Word.
- To be able to meet the time commitments of this role. This means that other part time evening and weekend work cannot be undertaken. Unfortunately Tier 4 visa holders cannot be considered for the role due to term time weekly work limits.

Hours/Salary

The working pattern is between 38 and 40 hours per month worked during alternate weekends and some evenings. The hourly rate for this role is £8.21.

As this is a residential role, an offset will be deducted from net pay for accommodation. This is currently at the rate of £194.13 per month and this may be reviewed each tax year in line with the Weekly Accommodation Offset Rate published by the government.

If you feel you have the necessary skills, experience and interest for this post, please visit our recruitment pages - <https://intoglobal.com/jobs> and complete the application form, please send all completed application forms to INTO-recruitment@exeter.ac.uk.

Closing Date for completed applications: 12.00 noon Wednesday 18th September 2019
Interviews: Tbc

Job Description

March 2019

Resident Mentor

Context

INTO is an organisation working jointly 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 guaranteed 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 Accommodation Officer and the Head of Student Services & Systems.

Job Purpose

To support the Out of Hours Team in providing a safe, supportive and welcoming environment for students. Duties will include being a point of contact for students and ensuring the welfare and discipline of all students in the INTO Residential accommodation.

As a Resident Mentor you will be required to comply with the duty rota system (to include holiday periods such as Christmas, Easter and Bank holidays). INTO operate a 6 week rota pattern, averaging



approx. 11hrs per week, including evening and weekend shifts. All Resident Mentors will be expected to be on duty during arrival and departure weekends and welcome weeks.

If on duty, you are expected to be on site at all times i.e. in the vicinity of Duryard House and the five accommodation blocks. As you will be required to provide student support outside of INTO office hours, weekend and evening employment or regular personal commitments that would restrict this cannot be undertaken.

Residence Wardens will be on duty from 9.00pm to 9.00am each night and may call on you if additional support is required, if this occurs you will be paid for any additional hours you work. Resident Mentors will be required to inform the Wardens if they are not going to be in their room overnight.

Job Dimensions

- 1) To welcome and greet new students over the arrival weekends; support INTO students and to foster a community spirit in the residences by getting to know the resident students.
- 2) To ensure you become acquainted with students and to deal with welfare and pastoral issues, e.g. medical, domestic problems, arrangements for household chores, any issues of noise or anti-social behaviour and respond to any further such issues as they arise throughout the night.
- 3) During the first few weeks after an intake, House meetings are held and a record kept of the dates of meetings, students in attendance and issues raised by yourself and the students. These meetings are to ensure students are aware of accommodation regulations, to offer insight into University life and promote the social programme. Students can request these meetings continue through the term if they wish.
- 4) To support INTO in promoting good order and maintaining standards within the accommodation and ensure it is a friendly and welcoming environment for all students. To uphold the Terms and Conditions of the Student's Residential Licence and act as a positive ambassador for INTO through role model behaviour and conduct.
- 5) Provide out of hours support, offer the appropriate reassurance and help INTO students in respect of any personal and/or practical issues. This will include dealing with lockouts and you will be required to sign for keys/a master fob. This may also include attending hospital with a student and/or escorting them home.
- 6) To respond to requests from Student Services colleagues to visit students to check on their welfare and provide a report via email the same day.
- 7) Deal with disciplinary issues as per the Out of Hours Support Handbook. With regard to major issues, the INTO Welfare Officer should be informed as soon as possible. In all situations the Out of Hours Log is to be completed as soon as possible.
- 8) Display an awareness of the special needs or requirements of particular students, paying particular attention to students under the age of 18, and liaise if necessary with appropriate colleagues in INTO. To operate the night curfew for students under the age of 18 and complete the Curfew Log.



- 9) To take the appropriate action in emergency situations as per INTO's guidelines. There is shared responsibility for the emergency phone as per the rota agreed by the Accommodation Officer. You will also be issued with your own work mobile phone and be required to sign a contract for it.
- 10) To work and contribute as part of the Student Services Team.
- 11) Assist with distribution of communications to students in residential accommodation.
- 12) Liaise with the INTO Residence Wardens regarding fire evacuation procedures and practices, and to act as Fire Marshall and assist during any fire alarms;
- 13) To pass reports of building faults, additional cleaning requirements and missing equipment to Residence Management.
- 14) Where possible attend INTO staff/student meetings.

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

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 criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

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 Serviced check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Person specification

	Criteria
Legal status	Appropriate DBS disclosure will be required prior to confirmation of appointment.
Knowledge/ Skills	<p>Applicants must have:</p> <ul style="list-style-type: none"> • Good communication skills. • Good written and spoken English. • The ability to establish a good rapport with students. • A genuine commitment to provide for the welfare and support of students. • A good level of organisational and administrative ability including Excel, Word. • The ability to remain calm in pressured situations and take control • Responsible and reliable • The ability to work on own initiative. • Problem solving skills. • Good time management skills. • The ability to exercise appropriate judgment to different circumstances. • The ability to manage conflict. • Strong negotiation skills. • Self-confidence and the ability to command respect. <p>Applicants must be:</p> <ul style="list-style-type: none"> • Discreet and respectful of confidentiality. • Approachable in manner, empathetic and have a non-judgmental approach. • Committed and responsible for promoting and safeguarding the welfare of children and young adults. • Able to live in residence full time. • Available to students outside of office hours e.g. no evening/ weekend employment or regular personal commitments.
Training and Qualifications	<ul style="list-style-type: none"> • Possess or be prepared to work towards First Aid at work certificate • Possess or be prepared to work towards COSH training, fire evacuation training and other basic health and safety training.