

## Community Subwarden

REQ190860

The applicant should be a current postgraduate student or staff member of the University

### Job Description

#### Job Purpose

To work as part of the Community Warden team to support students living off campus (circa 8,500). To liaise with and between students and other residents living in the community to promote good relationships between the groups. To provide general pastoral support to students in the area. To ensure the off-campus student experience is excellent

#### Job Duties

- Assisting the Community Warden with their duties, including pastoral, disciplinary and administrative duties.
- Maintaining regular contact with the Warden and members of the Community Warden team, students and residents.
- Effectively communicating with students and residents to maintain excellent relations.
- Investigating incidents sensitively and providing a detailed report of that investigation promptly and accurately on Perspective, the University's security database.
- Supporting students having any difficulties whilst living in the local community within appropriate boundaries and with reference to existing specialist services.
- Engaging with students in their own home.
- Adhering to core practices of warden work (protecting confidentiality, treating individuals with respect, treating people fairly, upholding and protecting the reputation of the University).
- Being part of a passionate and supportive team and helping each other with fluctuating workloads.
- Working positively and professionally with local agencies such as the Police and Council.
- Working proactively to promote community safety and positive neighbourhood relations.
- Participating in events to promote the Community Warden Service.

#### Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

#### Special Conditions

A large proportion of the work will take place in the evenings and weekends. Working hours are undefined but need the postholder will need to be flexible in order to be able to respond to events promptly (cases are expected to be dealt with within 48 hours of being assigned to them).

The role is expected to be 8 hours per week, however there are busier and quieter periods throughout the year.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

For more information on the Community Warden team please visit <http://www.lboro.ac.uk/services/community-wardens/>

### **Organisational Responsibility**

Reports to the Community Warden who is managed by the Head of Security. The Warden team are part of Student Services.

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Previous experience of working directly with students,	1, 2
Skills and abilities	Good interpersonal skills, able to communicate effectively with both students and permanent residents.	1, 2
	High level of organisational skills	1, 2
	Ability to exercise the Warden's delegated authority when necessary.	1, 2
	Ability to investigate incidents, collecting information and reporting it upwards.	1, 2
	Able to demonstrate discretion and observe confidentiality	1, 2
	Strong team player with the ability to exercise initiative.	1, 2
	Excellent IT skills including Microsoft Office suite and the use of databases.	1, 2
Training	A willingness to undertake further training as appropriate, and to adopt new procedures as and when required	1, 2
Qualifications	A degree or other tertiary education	1, 2
Other	The applicant should be resident of Loughborough or within 10 minutes travelling time	1, 2
	Willingness to undertake training	1, 2

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of life in a student household	1, 2
Other	The applicant should be a postgraduate student of the University or be employed by the University	1

## Conditions of Service

The position is part-time (8 hours per week) and open-ended. This role is paid by honorarium, which is £2,334 per year.