General Conditions: Volunteer Subwarden Agreement

Your Role

Volunteer Subwardens are based in each University Hall to support and assist Wardens in helping to ensure that the hall provides a supportive and enjoyable environment for all the student residents. Your role will entail supporting the Warden in providing the highest quality service to ensure that students in Halls of Residence enjoy a friendly, supportive, stimulating and safe environment in which to study and you will be based at the agreed Hall.

This voluntary role is available only to current registered Postgraduate Research students at the University.

Please refer to the duties list referenced separately that is included in the Role Descriptor. A copy of the Role Descriptor shall be included in Appendix 2 for clarity.

From time to you may be required to undertake these duties in halls other than the hall detailed above where you are primarily based.

Further details of the periods you will be expected to cover in your role are set out in the schedule at Appendix 3.

Immigration Status Check

To comply with the Immigration, Asylum and Nationality Act 2006, the University is required by the Home Office to verify your right to undertake Subwarden duties before you can begin in the role.
When you report to Human Resources to sign your Volunteer Subwarden Agreement, please ensure you bring the appropriate information to confirm your immigration status.

British or Irish Citizens

Please provide one of the following:

- An original (current or expired) passport showing that you are a British or Irish citizen.

  OR

- A UK, Channel Islands, Isle of Man, or Irish birth or adoption certificate (short or long form), accompanied by an official document that includes your name and National Insurance number, issued by a government agency or former employer.

Overseas Nationals

Please provide:

- A share code generated via the Home Office's 'Prove your right to work to an employer' service.

- The University will use the share code to complete an online check and confirm your immigration status.

Student VISA Holders

If you hold a Student visa, please be aware of the following:

- Subwarden duties are classified as voluntary work, which counts towards your 20-hour weekly working limit under your visa conditions.
- If you are approaching this limit, you must inform your Hall Warden immediately. The Warden will provide guidance and, if necessary, adjust rota schedules to ensure compliance.
- Student visa holders are required to record their Subwarden hours on the designated spreadsheet (to be provided). This spreadsheet must be submitted to Human Resources to ensure compliance with Home Office working hour restrictions.

Performing other roles within the University

Your role as a Volunteer Subwarden is entirely separate from any roles you may have at the University, and nothing in this letter will serve to amend or vary the terms, conditions or duties attached to that appointment(s). If you hold another role at the University, you should seek to notify the relevant department of your role as a volunteer Subwarden. Your role as a volunteer Subwarden should take precedence above any other appointment within the University or external to the University.

Subwardens with a Student VISA will normally only be permitted to work up to 6 hours per week in another role (this includes any appointments held outside of Loughborough University). Any potential exception to this must be discussed and agreed with their Warden and the HR Immigration Team **in advance**.

During the welcome period the duties of the Volunteer Subwarden must take precedence over any commitments to other roles, and any potential exception to this must be discussed with the Warden in advance.

Disclosure and Barring Service (DBS)/Criminal Background checks

The role of Volunteer Subwarden will require either an Enhanced DBS check or a Certificate of Good Conduct or equivalent document to be undertaken. Further information on the process will be provided. Please be aware that you must declare any criminal conviction or caution whilst undertaking the Volunteer Subwarden role. Failure to do so may result in disciplinary action.

Annual declarations will be sought for the duration of your tenure as Volunteer Subwarden to confirm that no new criminal convictions or cautions have occurred. The University will reserve the right to request a new check at any point during your tenure as a voluntary Subwarden.

Duration

The role of Volunteer Subwarden will commence on the agreed start date and will end automatically on 31st July or sooner if you cease to be registered as a Postgraduate Research Student[1]. Students who are expected to continue their studies beyond 31st July of the relevant academic year will be invited to express an interest in returning to the role. At the end of this period, the University will review the role and consider if it wishes to offer you a continuation in the role for a further period

You may bring the role to an end before the end of this period by giving four weeks' notice, in writing to the Hall Warden. You will also be entitled to four weeks' notice of early termination from the University except in circumstances where you commit any gross misconduct, in which case we may bring the arrangement to an end with immediate effect.

Leave of Absence

There may be instances where you may need to take either a Leave of Absence from your studies, or from your role as a volunteer Subwarden.

Leave of Absence from your academic studies

If you are considering taking a Leave of Absence from your studies, you should discuss this with your Warden. Taking a Leave of Absence may have implications on your eligibility to undertake the Volunteer Subwarden role. We will assess prolonged periods of absence on a case-by-case basis. We reserve the right to conclude your role as Volunteer Subwarden with a minimum of four weeks' notice.

Information on the University's Leave of Absence process can found at https://www.lboro.ac.uk/services/doctoral-college/current-drs/journey/leave-of-absence/

Short-term absence from your Subwarden role

If you require a short-term period of leave solely from your voluntary Subwarden role, this will be assessed on a case-by-case basis by your Warden. Where operationally viable, the University will be supportive of short-term leave due to personal factors outside of the individual's control. Any short-term absence must be agreed in advance with your Warden. During Peak Periods (such as Welcome Week), absence from the Subwarden Role may not be possible except in exceptional circumstances.

Performance and Development

It is expected that you will fully contribute to the on-duty rota and support the wider activities of the hall as required. All Subwardens will be required to maintain an accurate record of all their time spent on hall duties/activity. The Hall Warden will monitor performance and attendance, and identify any relevant development needs (where appropriate).

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[1] For the sake of clarity and for the purposes of this agreement, we consider a student's registration to be ceased either (a) once the student has submitted any corrections required as an outcome of the viva voce exam and these corrections have been signed off, (b) through termination of study, or (c) where a student is on an official Leave of Absence from the University (https://www.lboro.ac.uk/services/doctoral-college/current-drs/journey/leave-of-absence/), see Leave of Absence section above for details.

When undertaking the role of Volunteer Subwarden, we expect you to perform to the best of your ability and to follow relevant University policies and procedures. This includes (but is not limited to): Anti-Bribery Policy; Loughborough University Data Protection Policy; IT Acceptable Use Policy (AUP); Safeguarding Policy; Sexual harassment, violence and misconduct policy;

Your role as a Voluntary Subwarden will also require you to remain in good standing with the University. This includes not being subject to a University Disciplinary Procedure under Ordinance XVII or an Academic Misconduct offence as outlined in Regulation XVIII.

Induction and Training

We will provide an induction explaining your role. We will also provide training to assist you in performing your role and to ensure your, and others, health and safety. This will include attendance at a 'First Aid at Work' course.
You will also be required to attend annual Volunteer Subwarden training days (normally held in September) to provide relevant training for your role.

Throughout the period of your volunteering, you will also be asked to undertake other health and safety related training, and any other training required for the role.

You may not be permitted to perform, or continue to perform, the role of Volunteer Subwarden if you fail to pass the 'First Aid at Work' examination or fail to satisfactorily complete other health and safety training/assessments.

For clarity, any training activity is considered as voluntary work which will contribute to the 20-hour restriction for student visa holders.

Support and Assistance

Your main point of contact during your volunteering with us is your Hall Warden, who will offer you support and guidance in your role, as required.

Subwardens may also access Wellbeing Support via Student Services.

Complaints Procedures

Should you have any complaint relating to your role, you should raise the matter with the Hall Warden in the first instance. Failing resolution at this stage, the issue may then be raised with the Head of Student Life.

If you are unhappy with the Head of Student Life's response or they are unable to adjudicate on the matter, you may then refer the matter to the Director of Student Services who will determine what action, if any, will be taken.

Accommodation

It is expected that whilst undertaking the role of Volunteer Subwarden, you will reside at agreed Hall. However, any accommodation arrangements between you and the University

will be subject to a separate licence to occupy agreement, which will set out the terms of that occupation.

For the avoidance of doubt, the provision of accommodation at your agreed Hall (or any other University premises) is not something to which you are entitled as a Volunteer Subwarden and nor does it constitute payment or consideration for the performance of that role.

Keys for your Hall must not be taken off University premises at any time and master keys should not be used to gain access to your University accommodation. A key to your University accommodation will be issued to you for daily use. Master keys should remain in your accommodation at all times, apart from when required to carry out your volunteer role. Failure by you to adhere to this procedure, or loss of keys, may result in appropriate action being taken against you.

Expenses and Benefits

We will provide you with meals, the costs of which you would otherwise incur as an expense in connection with your role as a Volunteer Subwarden. Details of the meals you will receive, including when and where they can be taken, are set out in the attached Appendix 1.

In addition, the University will provide additional benefits associated with your accommodation of University property, including heating, lighting, and use of a telephone (where applicable). These benefits may be liable to taxation and you will be responsible for ensuring that any tax is accounted for, as appropriate.

Insurance

We will provide adequate insurance cover for you while you are undertaking voluntary work approved and authorised by us.

Whilst residing in University Hall accommodation, your contents are included in the Endsleigh Block Insurance Policy. You are advised to view your policy details and purchase top-up cover if necessary.

Confidentiality

In the course of performing the role of Volunteer Subwarden, you may have access to confidential information relating to the University or University students. We expect you not to use or disclose this information to any person, either during your voluntary role, or at any time afterwards.

Appendix 1: Meal Provision for Subwardens in Catered and Self-Catered Halls

Subwardens in Catered Halls

- Are entitled to eat in hall on the same basis as the students in their hall.
- Have meals offered on a daily basis and any meal missed is lost – they cannot be carried over.
- Are only entitled to meals whilst the students are in residence.
- These meals are for Subwardens only and are **non-transferable**.

Subwardens in Self-Catered Halls

- Are entitled to two courtesy meals per day (Monday to Friday) for each week that the student Dining Halls are providing meals.
- Meals can be taken in any student Dining Hall.
- Meal units will be loaded onto a meal or ID card as agreed.
- No rollover (no credit accrual; 1 meal can be eaten at each meal time and cannot be transferred to others meals).
- If a Subwarden has given notice, their meal allowance will be stopped and they will be re-issued a pro rata quantity for the period of their notice.
- Meals will be loaded in advance for the whole term for the convenience of the Subwardens. Any abuse of this will result in more frequent loads being required.
- These meals are for Subwardens only and are **non-transferable**.

Note: audit reports will be run on a regular basis to ensure that the above rules are being adhered to. If there are any queries these will be raised with the Subwarden and their Warden.

Note: Meals are a benefit for the sole use of the Subwarden only

Volunteer Subwardens Meals for the Academic Year

Catered Halls

Subwardens in 7 days catered halls can take up to 19 meals a week for up to 37 weeks taken in their own Dining Hall.
Subwardens in 5 day catered halls can take up to 15 meals a week for up to 37 weeks taken in their own Dining Hall depending on the catering provision.

Meals allowances will be loaded on to the Subwarden's ID card.

Self-Catered Halls

Subwardens in self-catering halls can take two meals a day (Monday to Friday) for up to 37 weeks. These meals are to be taken in any catered Dining Hall.

Meals allowances will be loaded on to the Subwarden's ID Card.

TERM ONE
138 meals*

11 weeks of term plus 3 weeks at Christmas = 140 meals
Less 11 days for Christmas closure = 22
Plus 5 for freshers week allowance = 10
= 128 meals

TERM TWO
120 meals*

11 weeks of term plus 4 weeks at Easter = 150 meals
Less 5 days for Easter closure = 10
= 140 meals

TERM THREE
77 meals*

9 weeks of term plus extra week = 100 meals

**Weeks per term will vary according to academic year*

N.B. The meal service will not be available on bank holidays or during University closure periods

Appendix 2: Duties of the Subwarden Role

Duties include (but are not limited to):

- Ensuring the Warden is aware of all relevant matters occurring within the Hall buildings and/or community and provide a feedback link between the student body and the Warden.
- To keep a record of all-important day to day events and report these to the Warden's Team and others as necessary.
- Maintaining a visible presence in the hall and maintaining regular contact with the Warden, other volunteer Subwardens, Campus Living Staff (e.g. Hall Manager), Student Life and students. This will include attending relevant meetings as required.
- Supporting the Committee and Warden team in organising and attending the main social functions of the hall which are held within term time e.g. hall balls, hall days, high tables etc.
- Attending incidents and providing wellbeing/pastoral care and associated referrals/points of escalation where required.
- Responding to incidents whilst on duty (inc. anti-social behaviour, wellbeing concerns, health-related incidents etc.).
- Managing noise disturbances.
- Dealing efficiently with fire alarm activations in accordance to University procedures.
- Supporting with the disciplinary process as required
- Supporting the process of the distribution, collection and in certain instances the replacement of keys (including instances of loss of keys).
- Maintaining a regular presence in Hall, when off-duty.This may include providing support to the Warden and duty Subwardens in emergencies.
- Attending training as required for the role.
- Being part of the hall team preparing for and welcoming students into hall on arrivals day and during Welcome week
- Undertake any other duties commensurate with the role of voluntary Subwarden as directed by the Hall Warden, Head of Student Life or Student Life Team.

Appendix 3: Warden and Volunteer Subwarden Cover

The level of cover during the year is split into four different categories:

Period 1:	Academic year until the end of week 31. Full cover provided by Wardens team during the hours of 6pm to 8am Monday to Friday, and 24 hrs a day over weekends/bank holidays
Period 2:	Christmas and Easter vacation periods except for periods of formal university closure during the hours of 6pm to 8am Monday to Friday, and 24 hrs a day over weekends/bank holidays
Period 3:	The Summer period 1 July to 30 September during the hours of 6pm to 8am Monday to Friday, and 24 hrs a day over weekends/bank holidays
Period 4:	8:00am – 6:00pm Monday to Friday, excluding formal university closure at Christmas and Easter.

The following table outlines the level of cover from the Wardens team during each of the three periods.

	Academic and Social Support	*Pastoral and Welfare*	*Discipline/ noise/special reports*	*Fire alarms*	*Keys in/out*
Period 1	Warden Team	Warden Team	Warden Team	Warden Team	Warden Team
Period 2	Duty Warden Team	Duty Warden Team	Subwarden	Subwarden	Subwarden
Period 3	Duty Warden Team	Duty Warden Team	Subwarden	Security	Security
Period 4	Cover by University Staff	Cover by University Staff	Campus Living staff	Campus Living staff	Campus Living staff

Notes: Period 3 – Summer period: Subwardens wishing to remain in their residence over the Summer period will be required provide cover as per an agreed rota. Those Subwardens not wishing to provide cover will be required to pay rent (amount to be advised by the Student Accommodation Centre).