

# We're proud to be Modern University of the Year



Harper Adams  
University

## **Job Description**

**Title of the post: Residences Officer x 2 (Nights, part time)**

**Department: Student Services**

**Reporting to: Student Services Manager**

### **The Appointment:**

Student Services at Harper Adams includes management of residential accommodation on-campus, oversight of approved off-campus accommodation, a welfare and advice function and general support for students to maximise their academic and personal development whilst at University. The post-holder, working closely with and supported by Student Wardens, will be responsible for providing out of hours support for residential students and ensuring a safe, welcoming and respectful environment.

### **The Role:**

Under the line management of the Assistant Student Services Manager, the main duties and responsibilities of the role include:

- To provide overnight support and maintain good behaviour standards amongst resident students by providing guidance and a visible presence within all residential areas
- To provide support and a point of escalation for Student Wardens
- Through close working with the Student Services team and the Student Wardens, keep records of any discipline, behaviour, health and safety or other incidents using appropriate systems, policies and procedures
- Conduct initial enquiries regarding any incidents and make referrals to relevant staff members for follow-up
- Report accommodation maintenance matters, checks of residences (routine and spot-checks) and keep a record of findings, including damages or domestic issues
- To be an initial point of contact for out of hours enquiries and complaints, including students, families and emergency services and to arrange follow up action as required
- Monitoring and awareness of students with disabilities, medical or welfare concerns and to work with colleagues to provide a holistic approach to their support

- To be the main out of hours contact for students under the age of 18 and work with Student Wardens to uphold the Under 18 Code of Conduct which may include carrying out spot checks
- To provide a safe and supportive space for students needing out of hours guidance from a member of staff and exercise good judgement in referring students on to other sources of support
- To ensure that appropriate referrals and contacts are made with sensitivity and efficiency
- To sort general student post and facilitate an evening collection for students from the Harris Hub
- Provide a service for the issue of replacement keys
- To monitor and administer tasks and referrals from departmental email inboxes
- To provide support to Students' Union staff for on-campus events (sporting and social) to ensure that University values are upheld and that the safety of students is prioritised
- To liaise with the Bar Manager and Security staff in addressing any incidents of misconduct or concern or complaint
- To liaise with Domestic Services Supervisors and handover any relevant information relating to halls of residence
- To undertake relevant training such as Safeguarding, First Aid, handling disclosures etc. and to take an active role in associated responsibilities
- Such other duties as the Assistant Student Services Manager, or Student Services Manager, may require from time to time.

This is a description of the post as it is presently constituted. The University reserves the right to periodically examine an employee's job description, and its location within the organisation, and to up-date or amend it to ensure that it is related to the duties then being performed, or to incorporate new duties, as required.

### **The Person:**

The appointee will be expected to be able to demonstrate the following:

- Experience of working with students or young people aged 17+ and a demonstrable understanding of their needs and behaviours **E**
- Candidates should have experience in a predominantly similar role and/or be able to demonstrate transferrable skills and experience **E**
- Experience in a Safeguarding or welfare role **D**
- Experience of working in a busy and varied environment, demonstrating initiative, decision making and composure under pressure or confrontation **E**
- Excellent communication skills (written and oral) and experience of formal record keeping **D**
- Able to demonstrate assertiveness and empathy as the specific occasion demands, sometimes in difficult and sensitive circumstances **E**
- Experience of working in a busy and varied environment with the ability to demonstrate emotional resilience, in the workplace, when dealing with challenging situations **E**
- Excellent interpersonal skills, balancing rapport, credibility and authority with students **E**

- Motivation, enthusiasm and drive **E**
- A flexible approach to work **D**
- A strong team player with the ability to lead when the occasion demands **E**
- Excellent IT skills **D**

The post-holder will be required to work flexibly including occasional evening or weekend work as required.

## Conditions of Service

The national recommendations which have arisen from the negotiations between UCEA and the unions recognised at national level, the Joint Negotiating Committee for Higher Education Staff (JNCHES), directly affect the terms and conditions insofar as they have been adopted by the Board of Governors.

<b>Salary</b>	The commencing salary will be within the range £20,624 - £22,494 per annum (pro-rata). The point of entry will be dependent upon relevant qualifications and experience. Salaries are paid monthly, in arrears, by credit transfer.
<b>Hours of Work</b>	The routine working week is 37 hours across 4 nights (4 nights on, 4 Nights off) 6.00 p.m. – 3.30 a.m. approximately, plus 1 hour handover per shift cycle, over 38 weeks, predominantly term time. With a post of this nature planned leave and personal commitments must be agreed in advance by the Student Services Manager to ensure adequate cover can be arranged. With a post of this nature, 2 months' notice will be required.
<b>Holidays</b>	The annual holiday entitlement is 22 working days, plus 3 University closure days and Bank Holidays (pro-rata). The holiday year runs from 1 April to 31 March and in the holiday year in which the employment commences or terminates the holiday entitlement will accrue on a pro-rata basis for each complete week of service. The timing of holidays is subject to the agreement of the Line Manager.
<b>Sick Leave</b>	During periods of certified sickness the post-holder will be eligible to receive sick pay in accordance with the University Sick Pay Policy. The payment of sick pay is subject to compliance with the University rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.
<b>Pension</b>	The post-holder will be entitled to join the Local Government Pension Scheme (LGPS), subject to its terms and conditions. Full details of the Scheme will be provided to the successful applicant upon commencement of employment.
<b>Criminal Convictions</b>	The post involves substantial opportunity for access to children and young persons under the age of 18. For this reason the University is entitled to take into account any criminal convictions, cautions or impending case(s) that it considers to be relevant to the post.

The post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means that applicants are not entitled to withhold information about convictions which for other purposes would be considered “spent” under the provisions of the Act.

Applicants must therefore complete the part of the application form declaring any criminal convictions and cautions from any court or police authority. It will be necessary for you to obtain a Disclosure & Barring Service Check (formally known as Criminal Records Bureau CRB) to confirm that you do not have any criminal convictions relevant to the post and that you are not banned from working with children. Full details will be provided once an offer of employment is made.

**Exclusivity  
of Service**

You are required to devote your full-time attention and abilities to your duties during working hours and to act in the best interests of the University at all times. Accordingly, you must not, without written consent of the University, undertake employment or engagement including external consultancy, which might interfere with the performance of your duties or conflict with the interests of the University.

It follows that, regardless of whether you are employed on a full-time or part-time contract, you are required to notify your line manager of any employment or engagement which you intend to undertake whilst in the employment of the University (including any such employment or engagement which commenced before your employment under this contract). Your line manager will then notify you within 10 working days whether such employment or engagement is prohibited.

**References**

Candidates should ensure that they provide full details of the name and postal address of their referees. Please include e-mail addresses and telephone numbers wherever possible.

Referees should include your present, or most recent, employer. References will normally be taken up immediately in respect of candidates shortlisted for interview. **If you do not wish any reference to be taken up at this stage, please enter an ‘X’ in the relevant box provided on the application form.**

**Application Procedure:**

All applications should be completed and submitted using the Harper Adams e-Recruitment programme at <http://jobs.harper-adams.ac.uk>

**Closing date for receipt of applications is midnight Sunday 30 July 2017**