



Harper Adams University

Appointment Agreement – Volunteer Student Warden 2022-23

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 all students. The Student Wardens are integral to the pastoral provision and student experience in University Halls of Residence. Wardens will live within a designated Hall of Residence and develop a community spirit therein, provide pastoral, mentoring and welfare support to resident students and liaise with a range of staff to address any matters that may arise. The Warden Team will operate an on-call rota to provide out of hours support to all resident students.

Warden Activities and Presence on Campus

Student Wardens will identify, and agree with Student Services, when they are available to participate in Warden Activities and the on-call rota.

- Key dates are as follows:
 - 10am Wednesday 12th September 2022 – Friday 23rd September 2022 Warden training* (built-in breaks)
 - Saturday 24th September 2022 – 12 noon Sunday 18th Dec 2022 (Autumn Term)
 - 12 noon Saturday 14th January 2023 – 12 noon Sunday 2nd April 2023 (Spring Term)
 - 12 noon Saturday 29th April 2023 – 12 noon Sunday 2nd July 2023 (Summer Term)

Warden Activities:

- Being resident in their hall and room/flat during term-time.
- Being present, accessible and visible to resident students, during term time.
- Engaging in taking meals at the Warden table in the QMH dining room in order to facilitate a regular, easily recognisable and accessible team presence.
- Acting as an ambassador, role model and mentor to first year and international students
- Attending the weekly Warden Team meetings as required
- Participating in the on-call rota as agreed with Student Services
- Other activities as specified in this Appointment Agreement

Training

Student Wardens will be offered training necessary for the carrying out of the role of Student Warden. Training includes; First Aid, Health and Safety, Mental Health awareness, Fire Marshall, and other essential skills. *Training will be delivered in the two weeks prior to Welcome Week.

Student Wardens will be provided with a Warden Handbook which lays out the procedures relevant to the role.

Hall Administration, Health & Safety

In relation to administration and health and safety, Student Wardens generally:

- Ensure residents adhere to accommodation regulations
- Work closely with Residences Officers for any issues or concerns taking place outside office hours.
- Support Residences Officers in the on-call rota
- Issue room keys and report losses
- Report faults and liaise between students and staff regarding proactive and reactive maintenance work
- Liaise regularly with Domestic Services and Estates staff
- Assist with following up student damage within Halls of Residence in liaison with staff
- Issue and collection of room inventories and fire regulations
- Lead fire drills as required

- Respond to fire alarms, by assisting with the evacuation process, when in residence
- Communicate health and safety matters to/from students/staff
- Record all incidents and injuries

Wellbeing and Pastoral

In relation to student wellbeing and pastoral care, Student Wardens generally:

- Are a primary point of contact to resident students
- Are available and approachable to students and respect confidentiality (within limits).
- Are alert to students who may be experiencing difficulties, including those who are not engaging with others
- Are a positive role model and a mentor to students, liaising with Student Services and Course Tutors where appropriate
- Liaise with the Student Wellbeing Team as appropriate, both to support the wellbeing of others and themselves
- Undertake a safeguarding capacity for students under the age of 18 and help ensure that additional regulations are understood and adhered to
- Understand that the role of Student Warden must not be abused for personal gain. Relationships with other students must be conducted with sensitivity and discretion

Community

In relation to community matters, Student Wardens generally:

- Work closely with the Students' Union to develop a strong corporate spirit and identity within the student community
- Hold regular hall drop in sessions for students to chat, raise concerns and provide feedback
- Liaise with academic reps and staff to provide a holistic approach to addressing student feedback
- Facilitate and participate in a range of inclusive hall events and activities
- Develop a positive and inclusive Hall identity and community
- Be proactive in both addressing and reporting behaviours that are detrimental to the Hall community
- Encourage and support participation in a broad range of extra-curricular activities

Profile and Social Expectations

Student Wardens are people who:

- Behave responsibly, with maturity and lead by example at all times
- Competently work under their own initiative
- Make a positive contribution to the Warden Team
- Demonstrate excellent communication skills
- Demonstrate discretion and professionalism when engaging with social media platforms
- Demonstrate appropriate sensitivity and due consideration of language and context (e.g. hall slogans, t-shirt branding and chants)
- Demonstrate an understanding of the importance of equality and diversity
- Demonstrate a commitment to an inclusive and positive student experience

Academic Expectations

Student Wardens are expected to:

- Ensure that their own studies take precedence over and above other activities
- Attend all timetabled lectures and meetings and communicate any reasonable absence at the earliest opportunity
- Seek additional guidance as necessary and clearly communicate any concerns to their Course Tutor and Student Services
- Accept that their Course Team will communicate concerns regarding attendance and/or performance to Student Services staff as necessary

- Understand that, should their Course Team indicate that their attendance and/or performance is below satisfactory levels, they will be required to step down from the role of Student Warden

Conditions of Voluntary Service

Accountability	The Student Warden Team is overseen by the Student Services Department. The department is managed by the Interim Head of Student Services and will lead the supervision for the Student Warden Team during the academic year of 2022-23. Student Wardens will also work closely with the wider Student Services team and external departments.
Accommodation and Subsistence	Student Wardens will receive catered accommodation. They will be granted a flat/room at a reduced rate of £1,400 per year. All reasonable expenses (e.g. role related travel) will be reimbursed. Should this Appointment Agreement be terminated by either party, these provisions will cease with reasonable notice.
Hours of Activities	The number of call outs taking place during the on-call rota period will be monitored through the submission of incident report forms following each on-call shift. Duty Wardens may sleep whilst on-call but will have responsibility for the duty master keys and the duty phone, to which they will need to respond promptly.
Outside of Term Time	Wardens will be granted use of their accommodation out of term time (by prior arrangement and subject to planned maintenance and shutdown) during periods where Warden Activities are not required.
Criminal Convictions	Criminal convictions disclosure There may be exceptional circumstances where the University may collect criminal convictions data from individuals, where it is deemed necessary to do so in accordance with the Data Protection Act 2018. Where this is the case, individuals will be made aware at the time. All student wardens will be required to undertake a Disclosure and Barring Service (DBS) Check prior to start of their duties.