



**Harper Adams
University**

RESIDENCES OFFICER (x2)

1 full-time position (52 weeks)

1 part-time position (38 weeks)

Student Services – Out of Hours Team

Candidate Information Pack



About Harper Adams

Harper Adams University is a welcoming, forward-thinking community of over 600 employees working together to create real, lasting impact – ensuring that everyone, everywhere, can access sustainable food, land, and animal systems. Our work contributes directly to planetary health, animal welfare and ultimately human wellbeing. We're passionate about what we do – and about the people we do it with.

We are deeply committed to the wellbeing and development of our colleagues. Our annual employee survey consistently tells us that staff are proud to work here, feel trusted to do their jobs, and are supported by their managers. Our inclusive and empowering culture is one of the many reasons our people stay, grow, and thrive.

While our rural Shropshire campus remains central to who we are, our presence now extends to Telford – a town with a rich history of innovation and revolution, and a fitting symbol of our ever-evolving mission. This growing site strengthens our ties to the local region and reinforces our commitment to inclusive education and collaboration that reaches far beyond any single postcode. Our impact and reach are proudly regional, national and international.

We offer:

- A beautiful rural working environment
- Generous holiday allowance with the opportunity to purchase more
- Flexible, agile working opportunities
- On-campus retail, catering and gym facilities
- Free staff parking
- Corporate discounts at seven fitness centres in Telford and Wrekin
- Enhanced maternity and sickness benefits
- Disability Confident Employer status
- Employee Assistance Programme
- Cycle scheme supporter
- Workwear provided (where applicable)

Harper Adams is the UK's leading specialist institution serving the agri-food, animal wellbeing, engineering and land management sectors. We are a world-respected provider of industry-led education and research in food production and technology, animal health, environmental sustainability and sustainable business. Our work is grounded through partnerships – with more than 1,100 organisations in the UK and beyond – that fuel our research, shape our teaching, and deliver genuine impact.

We began life in 1901 as Harper Adams Agricultural College and became a university in 2012. Our Chancellor is Her Royal Highness The Princess Royal and our Vice-Chancellor, Professor Ken Sloan, joined us in 2021. Our rural campus near Newport in Shropshire is supported by a growing site in Telford, offering a range of housing options and excellent rail and road connections to the West Midlands and beyond. We've invested more than £50 million in our estate in the last decade – including leading-edge teaching, research and veterinary facilities, modern laboratories, and a purpose-built Veterinary Services Centre. Our commercial farm spans 494 hectares and plays an active role in our education, research, and knowledge exchange.

Take a virtual tour of the campus: [Virtual Tour](#)

We are proud to be the UK's highest-ranked small specialist provider for the agri-food and animal wellbeing sectors, consistently delivering the largest cohort of graduates into these industries – with over 97 per cent going directly into employment. We currently welcome over 3,000 full- and part-time students across undergraduate and postgraduate courses, including subjects like agricultural engineering, veterinary nursing, business, land and property management, and veterinary medicine and surgery – the latter delivered through the Harper & Keele Veterinary School, established in 2020.

For further details about the University, please visit our website: <http://www.harper-adams.ac.uk>

JOB DESCRIPTION

Title of the post: Residences Officer x 2
- 1 full-time position (52 weeks)
- 1 part-time position (38 weeks)

Department: Student Services

Reporting to: Head of Student Services

We are seeking a proactive, resilient and student-focused individual who is committed to creating a safe, supportive and inclusive residential community. The successful candidate will be able to build positive relationships with students, exercise sound judgement in challenging situations, and respond effectively to a range of welfare, behavioural and operational matters. They will be confident working independently, remain calm under pressure, and demonstrate a strong commitment to student wellbeing, safeguarding, community standards and excellent customer service. The role requires an individual who can balance empathy with professionalism, work collaboratively with colleagues and student leaders, and contribute positively to the student experience within University residences.

Main Duties and Responsibilities

The postholder will:

1. Provide an overnight presence within University residences, offering guidance, support and visible leadership to promote a safe, inclusive and respectful residential community.
2. Act as a first point of contact for residential students requiring out-of-hours support, advice or assistance, responding appropriately to a range of welfare, behavioural and accommodation-related issues.
3. Provide supervision, guidance and support to Student Life Reps, acting as a point of escalation and ensuring the consistent application of procedures and community standards.
4. Identify, respond to and appropriately escalate student welfare, wellbeing, conduct and safeguarding concerns, working sensitively with students and referring matters to specialist services where required.
5. Proactively support the welfare and wellbeing of residential students by undertaking welfare checks, responding to concerns, providing initial support and ensuring appropriate referrals and follow-up actions are completed.
6. Assess and manage risk associated with student incidents, taking timely and proportionate action to support student safety and wellbeing, with support if required from the on-call Student Services staff and/or the Head of Student Services.
7. Promote positive behaviour and community standards within residences, supporting students to understand and uphold University regulations, accommodation agreements and community expectations.
8. Investigate and respond to incidents of misconduct, nuisance or serious behaviour, health and safety concerns and breaches of accommodation regulations, maintaining accurate records and undertaking follow-up actions as required.

9. Act as a Designated Discipline Officer (DDO) across the campus out of office hours in matters relating to students and undertake appropriate interventions in accordance with University policies and procedures.
10. Maintain accurate, timely and confidential records of incidents, interventions, welfare concerns and actions taken, using University systems and processes.
11. Undertake routine and ad-hoc inspections of residences and communal areas, reporting maintenance concerns, damages, health and safety issues and accommodation-related matters to relevant colleagues.
12. Serve as the primary out-of-hours contact for students, families, emergency services and key University stakeholders, ensuring effective communication and appropriate escalation where required.
13. Support students under the age of 18 in residential accommodation and contribute to the implementation of the University's Under-18 arrangements, ensuring appropriate oversight and safeguarding practices are maintained.
14. Work collaboratively with colleagues across Student Services, Security, Estates, Housekeeping, the Students' Union and other departments to ensure an effective and coordinated response to student and accommodation-related matters.
15. Contribute to emergency response, incident management and business continuity arrangements, providing additional support during major incidents, peak operational periods, arrivals, departures, conferences and other key activities.
16. Participate in relevant training and continuous professional development, including safeguarding, mental health awareness, first aid, equality and diversity, and emergency response procedures.
17. Undertake such other duties commensurate with the grade and nature of the post as may reasonably be required by the Head of Student Services or Accommodation office.

Person Specification

	Essential	Desirable
Qualifications	Educated to A-Level standard (or equivalent experience). Safeguarding and/or wellbeing awareness training.	Relevant qualification or training in safeguarding up to level 3, wellbeing matters, community support, customer service, housing or a related area.

Experience	• Experience of working with students, young people or customers in a support, welfare, residential, community-facing or similar environment. • Experience of dealing effectively with challenging situations, competing priorities or individuals in distress whilst remaining calm and professional. • Experience of working collaboratively as part of a team and building positive working relationships with a range of stakeholders. • Experience of maintaining accurate records and handling confidential information appropriately.	• Experience of working within higher education, further education, student accommodation, residence life, safeguarding, wellbeing or community-based services. • Experience of responding to welfare, safeguarding or behavioural concerns involving young adults. • Experience of working in an out-of-hours, residential, emergency response or customer-facing environment
Knowledge/Skills	• Excellent interpersonal and communication skills, with the ability to engage positively with a diverse student population. • Ability to demonstrate empathy, resilience and professional judgement when responding to sensitive situations. • Ability to assess situations, identify potential risks and take appropriate action in accordance with procedures. • Ability to manage conflict and respond appropriately to incidents involving behaviour, welfare or accommodation-related concerns. • Good organisational skills and attention to detail, including the ability to maintain accurate records and follow procedures. • Competent IT skills, including the use of Microsoft Office applications and case	• Knowledge of issues affecting students and young adults, including wellbeing, mental health, safeguarding and transition to university. • Understanding of safeguarding responsibilities and appropriate reporting procedures. • Knowledge of accommodation operations, student conduct processes or health and safety within a residential environment. • First Aid, Mental Health First Aid or safeguarding-related training.

	management or record-keeping systems.	
Personal Qualities	• Commitment to providing excellent student support and customer service. • Ability to work independently and use initiative whilst recognising when to seek advice or escalate concerns. • Commitment to equality, diversity and inclusion and creating an environment where all students feel welcomed and respected. • Flexible and adaptable approach to work, including the ability to respond to emerging issues and changing priorities. • Ability to maintain professional boundaries whilst building positive rapport with students.	

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.

Salary	The commencing salary will be within the range £26,093 to £28,081 per annum, which will be pro-rata and paid over 12 months for the part-time position. The point of entry will be dependent upon relevant qualifications and experience. Salaries are paid monthly, in arrears, by credit transfer on the 28 th day of the month.
Contract Term	Both contracts are permanent. Employment may be terminated during the course of the contract by either party giving three (3) months' notice in writing
Hours of Work	Full-time position: 37 hours per week, 4 nights on, 3 nights off over 52 weeks, all year around. Part-time position: 37 hours per week, 4 nights on, 3 nights off over 38 weeks, mainly term-time with some weeks scheduled out of term to support business activity. Shift patterns alternate each term for both positions. Shifts will normally be from 6pm until 3.30am but some flexibility will be required, for bigger events or out of term time, to ensure appropriate cover to meet the demands of the

service or to provide resilience to the team. With a post of this nature planned leave and personal commitments must be agreed in advance by the Head of Student Services and should be scheduled mainly for out-of-term time, to ensure adequate cover.

Holidays The annual holiday entitlement is 22 working days, plus statutory bank holidays. In addition to this there are 10 University closure days during the full annual leave year. The holiday year runs from 1 August to 31 July 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 prior agreement of the Line Manager and must be taken mainly out of term time.

All annual holiday entitlement (including bank holidays and University closure days) is pro-rata for part-time employees. Further details will be confirmed on appointment.

Sick Leave 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.

Pension The post-holder will be entitled to join the Harper Adams Group Pension Scheme and details will be provided to the successful applicant upon commencement of employment.

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.

Criminal Convictions The post involves the opportunity for access to children and young persons under the age of 18. For this reason, the University is entitled to consider any criminal convictions, cautions or impending case(s) that it considers to be relevant to this 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 are “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. The successful applicant will have to undergo a Disclosure and Barring Service Check before an appointment can be made.

This position is not expected to meet the criteria required for the University to provide a Certificate of Sponsorship. Applications from candidates who need sponsorship to work in the UK will be assessed in line with the requirements outlined in the recruitment documentation. All hiring decisions will follow the guidance set by UK Visas and Immigration.

Application Procedure:

Internal

Applications should be made by sending a full Curriculum Vitae and covering letter, which clearly highlights how your skills and experience match the requirements of the role and person specification, to Jo da Silva, Head of Student Services, via email to jdasilva@harper-adams.ac.uk by no later than midnight on 31st August 2026.

Short Application (online CV & Personal Statement)

Please apply online via the Harper Adams e-Recruitment programme at <http://jobs.harper-adams.ac.uk> submitting your CV and a personal statement outlining your suitability for the role. Your personal statement should clearly demonstrate how your skills, experience, and achievements meet the requirements outlined in the person specification. Applications without a personal statement may not be considered.

To be completed no later than midnight on 31st August 2026.

Provisional Interview Date: Week commencing 7th September 2026.

Should you require any adjustments to complete your application for this role then please contact vacancies@harper-adams.ac.uk