Harper Adams University

RESIDENCES OFFICER (x2)
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 part-time position (42 weeks per year): Sunday, Monday, Tuesday, Wednesday.
- 1 part-time position (42 weeks per year): Wednesday, Thursday, Friday, Saturday.

Department: Student Services

Reporting to: Head of Student Services

We are looking for someone who enjoys working with students and wants to help create a safe, supportive and inclusive residential community. You will build positive relationships with students, use good judgement and respond calmly to welfare, behaviour and accommodation matters. You will sometimes work independently, but support and clear escalation routes will be available when needed. The role involves working with colleagues and Student Life Reps, keeping appropriate professional boundaries and helping students have a positive experience in university residences.

Main Duties and Responsibilities

The postholder will:

1. Be a visible and approachable overnight presence in university residences, helping to maintain a safe, inclusive and respectful community.
2. Be the first point of contact for residential students who need out-of-hours support, advice or practical help with welfare, behaviour or accommodation matters.
3. Guide and support Student Life Reps, helping them follow agreed procedures and community standards, and stepping in when an issue needs further support.
4. Recognise and respond to concerns about student welfare, wellbeing, conduct or safeguarding. Offer initial support and refer or escalate concerns to the appropriate service when needed.
5. Support residential students through welfare checks, initial conversations, referrals and appropriate follow-up.
6. Consider the level of risk during student incidents and take timely, proportionate action. Support is available from on-call Student Services staff and/or the Head of Student Services when required.
7. Encourage positive behaviour and help students understand University regulations, accommodation agreements and expectations for living in the community.
8. Respond to and follow up reports of misconduct, nuisance, serious behaviour, health and safety concerns or breaches of accommodation regulations, keeping clear and accurate records.
9. Keep accurate, timely and confidential records of incidents, welfare concerns, actions and support provided, using University systems and processes.
10. Carry out routine and occasional checks of residences and shared areas, and report maintenance, damage, health and safety or accommodation concerns to the relevant team.

11. Be the main out-of-hours contact for students, families, emergency services and key University colleagues, sharing information and escalating matters appropriately.
12. Support students under the age of 18 who live in University accommodation, following the University's Under-18 arrangements and safeguarding requirements.
13. Work closely with colleagues in Student Services, Security, Estates, Housekeeping, the Students' Union and other teams to provide a coordinated response.
14. Support emergency and incident arrangements when needed, including during major incidents, busy periods, arrivals, departures, conferences and other key activities.
15. Take part in relevant training and professional development, including safeguarding, mental health awareness, first aid, equality and diversity, and emergency response.
16. Carry out other reasonable duties that are appropriate to the grade and nature of the role, as requested by the Head of Student Services or Accommodation Office.

Person Specification

	Essential	**Desirable**
Qualifications	• A-level standard education, or equivalent experience. • Awareness training in safeguarding and/or wellbeing.	• Relevant qualification or training in safeguarding (up to Level 3), wellbeing, community support, customer service, housing or a related area.
Experience	• Experience supporting students, young people or customers in a welfare, residential or community setting. • Able to respond calmly and professionally to challenging situations and people in distress. • Experience of teamwork and building positive working relationships. • Accurate record keeping and appropriate handling of confidential information.	• Experience in higher or further education, student accommodation, residence life, safeguarding, wellbeing or community services. • Experience of responding to welfare, safeguarding or behavioural concerns involving young adults. • Experience of out-of-hours, residential, emergency response or customer-facing work.
Knowledge/Skills	• Clear, positive communication skills and ability to relate well to a diverse student community. • Empathy, resilience and good judgement in sensitive situations.	• Awareness of issues that may affect students and young adults, including wellbeing, mental health, safeguarding and the transition to university.

	• Ability to recognise risk and take appropriate action in line with procedures. • Ability to manage conflict and respond to behaviour, welfare and accommodation concerns. • Good organisation, attention to detail and accurate record keeping. • Confident using Microsoft Office and case management systems.	• Understanding of safeguarding responsibilities and how to report concerns. • Knowledge of accommodation services, student conduct processes or health and safety in a residential setting. • First Aid, Mental Health First Aid or safeguarding-related training.
About you	• Approachable and committed to supporting students. • Works independently and knows when to seek advice. • Inclusive, welcoming and respectful of others. • Flexible and adaptable. • Builds positive relationships while maintaining professional boundaries.	

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 £26,321 - £28,592 per annum, which will be pro-rata and paid over 12 months. The point of entry will be dependent upon relevant qualifications and experience. Salaries are paid monthly, in arrears, by credit transfer on the 28th day of the month.
Contract Term	Both contracts are permanent. Employment may be terminated during the course of the contract by either party giving two (2) months' notice in writing
Hours of Work	37 hours per week, 4 nights on, 3 nights off over 42 weeks, mainly term-time with some weeks scheduled out of term to support business activity. These are agreed on a yearly basis. **Shift patterns** 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	Annual leave entitlement is 22 days, plus statutory bank holidays and 10 University closure days, all calculated pro-rata for part-time employees. The holiday year runs from 1 August to 31 July, with entitlement also calculated pro-rata where employment starts or ends part-way through the year. All annual leave must be taken outside contracted working weeks and agreed in advance with the Line Manager. Holiday pay is added to salary. 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:

Please apply online via the Harper Adams e-Recruitment site, http://jobs.harper-adams.ac.uk, submitting your CV and a personal statement. If you have a preferred shift pattern, please include this in your application. Your personal statement should show how your skills and experience meet the person specification. Applications without a personal statement may not be considered.

If you have any questions about the role, please contact the Head of Student Services, Joana da Silva via email jdasilva@harper-adams.ac.uk.

To be completed no later than midnight on 29th November 2026. Please note that we reserve the right to close applications early, so we encourage you to apply as soon as possible.

Provisional Interview Date: 7th December 2026.

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