

Loughborough College

Job Description

1. Job Details

Job Title:	Accommodation Warden (Casual Hours)
Department:	Learner Services
Reporting To:	Accommodation and Cleaning Service Manager
Competency Level:	Business Support 1
Hay Grade:	TBC
Date of Job Evaluation:	TBC
Annual Salary (FTE):	£9.40 per hour
Date:	December 2018

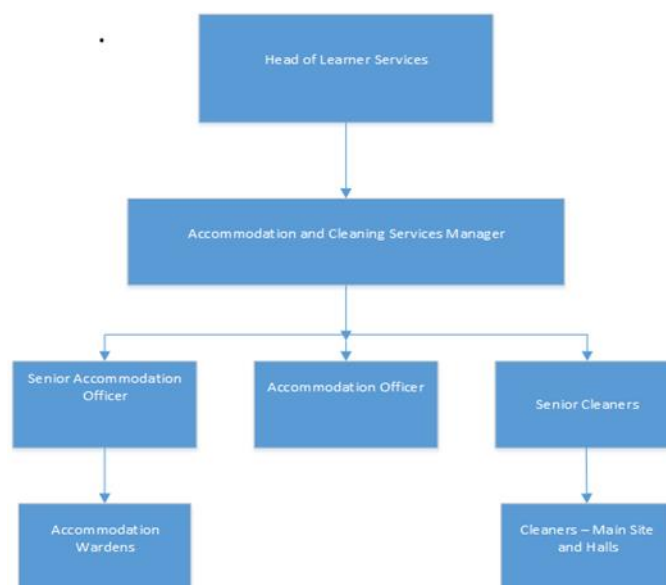
2. Job Purpose

To provide welfare, safety and practical support for approximately 250 student residents in College allocated accommodation, halls and homestay.

3. Dimensions

Warden support contributes to compliance with Ofsted's requirements for accommodating FE students under 18 year old and the provision of a safe for all residents.

4. Organisation chart



5. Key Responsibilities

Main Duties

Halls wardens will be expected to carry out their duties in compliance with current policies, practices, procedures, codes, guidelines and regulations.

Supporting Students

1. To assist students in accommodation by offering support, advice and guidance where applicable in line with Hall Regulations.
2. To enforce Hall Regulations as necessary to ensure a safe, secure and pleasant environment is maintained and where appropriate initiate disciplinary actions by recording breaches of regulations and procedures in daily reports.
3. To participate in Health and Safety room inspections to ensure residents comply with Health and Safety Regulations and offer appropriate advice where applicable.
4. To monitor residents and provide ongoing support to residents who may be experiencing difficulties or have health or other concerns and record issues in daily reports.
5. To notify emergency services and co-ordinate evacuation procedures in the case of fire or other emergency and if necessary initiate the Critical Incident Management Plan.
6. To facilitate student arrivals and departures, including room preparation and checking and inventory completion.

Record Keeping

1. To monitor guests and ensure that all overnight guests are registered in line with Hall Regulations.
2. To ensure that residents comply with the “signing out and in” requirements.
3. To maintain detailed and accurate records including logging shifts, damage, maintenance, cleaning standards, welfare, health and safety, behavioural incidents.

Communication and Liaison

1. To contact emergency call out staff immediately when incidents or concerns arise.
2. To ensure accessibility by the use of mobile telephone and email.
3. To establish effective communication with students, other College staff and members of the public and assist at Open Days which may in addition to the wardens shift times.
4. To encourage a responsible attitude towards safeguarding the residents and college property, fixtures and fittings
5. To participate in verbal and written handovers at start and end of shifts

6. To assist with arranging and facilitating Hall Induction, Initial Assessments for Under 18 Year Students and Welcome Meetings in liaison with other staff.
7. To coordinate all aspects of Halls Social Events.
8. To check and maintain information displayed on notice boards.

Health, Safety and Security

1. To attend Hall Induction Meetings relating to Health and Safety and evacuation.
2. To attend first aid and other relevant Health and Safety training as organised by the College.
3. Responsibility for promoting and safeguarding the welfare of children, young people and vulnerable adults that you may be responsible for or come into contact with.
4. To follow procedures in dealing with sickness, suspected infectious disease cases and other incidents involving students requiring hospital attention
5. To complete fire equipment and fire door checks
6. To patrol halls regularly during shifts to ensure the well-being of residents and that service standards are complied with
7. To ensure a safe working environment in accordance with Health and Safety Regulations and College policies and procedures
8. To monitor door entry and CCTV systems when necessary.
9. To regularly monitor under 18 year old students as per agreed procedures
10. To be responsible for site security and staff facilities.

Other Duties

1. To provide cover for holidays and sickness to maintain the service coverage
2. To keep up to date with current information and instructions circulated, both written and verbally, by Accommodation Service Team members and by College meetings
3. To follow procedures for reporting accidents and incidents as soon as practicable following their occurrence.
4. To recognise and promote good practice with regard to equality and diversity.
5. To be fully aware of the ANUK/Unipol Code of Standards for Larger Developments and the National Minimum Standards for FE Residential Accommodation and contribute to compliance.
6. Any other duties commensurate with the grading of the post.

7. To participate in relevant training as required by Accommodation and Cleaning Services Manager.

This job description is a guide to the work that the post holder will initially be required to undertake and is current at the date shown. In consultation with the post holder, it may be altered to reflect changes in the job and developments in the area.

Core Responsibilities

- To promote the College's vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College and its subsidiaries as the first choice destination for students, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

6. Key Result Areas

Action	Result
To provide outstanding support and customer service for the residents and all service users	Excellent customer experience for service users (staff, students and customers). High levels of user satisfaction.
Ensure resources are sufficient, safe and in place to support service delivery	Timely and well-resourced service delivery
To participate with ensuring compliance with Ofsted, National Minimum Standards for FE Residential Accommodation and the ANUK/Unipol Code of Practice for Larger Developments.	To ensure Awarding Organisation Criteria are met and college quality standards are maintained.
Efficient and effective working practices	To ensure that a high level of customer care is provided at all times
To organise social events for hall residents within funding boundaries	To ensure that residents integrate socially and expand their student life experience
Participate in staff development opportunities and mandatory training	To ensure training is up to date and maintained to the highest standards

7. Key Working Relationships and Communications

To support the student residents there are key working relations and communication with the following people:

Internal: Accommodation service team members, College lecturing staff, support staff and students and their parents (current and potential).

External: Police and Fire Officers, Contractors

8. Scope for Impact

Not applicable

9. Competency profile

The following profile is a description of the required competencies of the role:

Competency	Descriptor	Competency	Descriptor
Accountable - <i>We have full ownership for our actions, thinking through our decisions and taking responsibility for the outcomes.</i>	Continually improves own performance and increases skills and knowledge. Works efficiently; makes best use of the College's resources. Manages own health, safety and wellbeing; complies with College policies.	Entrepreneurial - <i>We think outside the box, exploiting technology and providing opportunities using our initiative and creativity.</i>	Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks. You try new approaches and are not tied down by the existing ways of doing things. You understand how your tasks fit into achieving the College's outcomes.
Agile - <i>We are flexible and responsive in all that we do and demonstrate adaptability towards new challenges and changing environments.</i>	Handles change with responsiveness and adaptability. Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard. Understands customer expectations; delivers consistently high quality service. Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.	Inspiring - <i>We are passionate and positive about what we do, creating challenging and motivational environments where everyone grows and succeeds.</i>	Own actions and behaviours are inspiring and engage others. Enthuses others with accurate and relevant subject knowledge. You listen to people and allow their thoughts and ideas help you perform your function better.
Engaging - <i>We are focussed on building relationships, using clear communication to ensure everyone participates and feels part of the College.</i>	Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter. You understand the goals of your team or department and you understand how your contribution impacts on achieving these.	Integrity - <i>We are open, honest and transparent in our work, behaving professionally and ethically at all times</i>	Own work consistently contributes to the strategic aims of the College. Own work consistently contributes to the strategic aims of the College. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.

10. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1	Possess NVQ Level 2 or equivalent qualification in Maths and English e.g. GCSE grades A – C	x		Application Form and Certificate
EXPERIENCE				
2	Demonstrate previous experience of working with young people.	X		Application Form and Interview
3	Demonstrate a commitment towards safeguarding of young people by evidencing that previous work/life history shows that you are safe to work with children and vulnerable adults.	X		Application Form and Interview
4	Be able to demonstrate experience of lone working.		X	Application Form and Interview
SKILLS & KNOWLEDGE				
5	Have excellent communication skills (Written and verbal)	x		Application Form, Interview, Assessment
6	Good level of IT skills (including working knowledge of Microsoft Office, the internet and email)	x		Application Form and Assessment
7	Be able to work independently and effectively as a team member	x		Application Form, Interview and Assessment
8	Possess sound administration and organisational skills	x		Application Form and Interview
9	Have a proven commitment to the improvement and maintenance of standards		x	Application Form and Interview
10	Have an understanding of the National Minimum Standard for Accommodation of Students Under Eighteen by FE Colleges and the AUNK/Unipol Code for Larger Developments.		x	Interview
11	Have and understanding of Health and Safety requirements relating to student accommodation		x	Interview, Assessment
BEHAVIOURS				
11	To have a full understanding of the importance of professional conduct for service delivery	x		Interview and Assessment
12	Demonstrate a commitment to self-development	x		Application Form and Interview
13	Demonstrate a commitment to equal opportunities	x		Application Form and Interview

14	Be able to work flexibly on an out of core hour's rota.	x		Interview
15	Demonstrate reliability and commitment to the team and service provision	x		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. Loughborough College retains the right as a condition of your employment to require you to undertake such other duties as may be expected of you in the post mentioned above, or in a similar post within the College.
3. This job description and person specification was prepared in December 2018 and may be amended in light of changing circumstances following discussion with the post holder.

11. Job Description Agreement

Job Holder Signature		Date	
Manager Signature		Date	