

JOB DESCRIPTION

Job Title: Welfare Officer (Night)

Grade: SG6

Department: Accommodation Services

Responsible to: Accommodation Welfare manager (Night)

Responsible for: n/a

Key Contacts:

Standard Occupational Classification (SoC code):

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE

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The Post-holder will:

- Support the Accommodation team in the delivery of a quality frontline accommodation service appropriate to the needs of students.
- Provide support to university residents during the night ensuring that KPI's are achieved.
- Support in monitoring the success of evening social initiatives that aim to improve the experience, community and sense of belonging for our student residents.
- Support residents by acting as a first response to any incidents that occur throughout the night with the support of Security and Resident Assistants, as necessary.
- Support with the co-ordination of Resident Assistants who are on rota.
- Take responsibility for ensuring that discipline, welfare, and pastoral care issues within the residences are escalated to the Accommodation Welfare manager and appropriate service and are addressed in order to establish and promote a residential environment conducive to study.
- Work collaboratively as a team member and take an active role in the development, delivery, and evaluation of the service.
- Support campus accommodation teams in responding to general enquiries from students via email, phone, and in-person
- Assist in providing triage support at each campus as required.
- Assist with annual leave cover at campus as required.

- Support with running of Accommodation ResLife events throughout the evening.
- Submit reports and data on office activities to the Accommodation Management team and other relevant staff as required.
- Be committed to the best practice regarding Student support Engage in problem solving, the establishment of good communities and the resolution of conflict and dispute.

KEY ACCOUNTABILITIES

Team Specific:

- Ensure that the general administrative tasks within the Accommodation Service are undertaken.
- Provide written, telephone and face to face support to students and staff in matters relating to student accommodation.
- Assist with the preparation for the arrival and departure of students.
- Provide signposting and support for students with welfare concerns and problems within their accommodation, liaising with necessary support agencies both internal and external where it is appropriate to do so.
- Maintain an awareness of the standards set by the Accreditation Network UK (ANUK) of which the University is a signatory and report any apparent breaches by internal or external providers of accommodation to the Accommodation Services Manager.
- Liaise with internal and external providers of halls of residence at the Greenwich Campus and other interdepartmental offices as required regarding issues with the facilities, cleanliness, maintenance, etc.
- Assist in team projects implemented to support the strategic direction of the service.
- Undertake patrols of the campus during working hours, where necessary.
- Submit reports following any incidents to the relevant parties.
- Manage anti-social behaviour proportionally and appropriately and escalate to Faculty or emergency services such as police where necessary.
- Respond to Resident wellbeing concerns and refer on to wellbeing services as necessary.
- Respond proactively to concerns over safety on Campus.
- Provide a visible presence, reassurance, and assistance in order to create a safer, more pleasant living environment within our communities.
- Work closely with RA's and Accommodation Services Team to ensure that activities for residents to take part in outside of normal work and study hours are attended supported.

Generic:

- Promote a culture of continuous quality improvement and appropriate standards in all aspects of service delivery to ensure high levels of student satisfaction which will include advising on and promoting regular opportunity for Student feedback.
- Provide information and support to students, face to face

- The post-holder will contribute to the development of services and work with other key stakeholders to ensure that services to students are aligned as necessary to enhance the student experience.

The post-holder will be required to take an active role in SAS Staff Development activities and help raise the profile of SAS as a professional, innovative, and efficient directorate

Managing Self:

- Be self-motivated with the ability to work on own initiative as necessary.
- Be flexible and adaptable in all working practices to ensure the efficient undertaking of core Accommodation Service activities.
- Be able to work under pressure and prioritise tasks.
- Work cooperatively within a team environment.
- Manage workload in accordance with departmental needs, requirements of the university's calendar.
- Stay abreast of developments in the Higher Education student housing sector.
- Seek and take advantage of professional development opportunities and attend meetings and conferences where it is considered beneficial to the role and service as a whole.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that The Accommodation Services Team delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- TBC

KEY RELATIONSHIPS (Internal & External):

- Accommodation Services Managers
- Executive Director of Student and Academic Services
- Student and Academic Services Directorate Leadership Team members
- Student and Academic Services Strategic Management Group members
- Other Student and Academic Services teams, Faculty staff: FOOs
- Associate Deans Student Success
- GSU representatives and staff
- Applicants, students and graduates
- External agencies and bodies, relevant to the work of the Student Wellbeing Services teams under immediate direction.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Experience in customer care/customer focussed environment.
- Working with a diverse range of customers.
- Experience in providing a front line out of hours service

Desirable Criteria

- Experience in Private Student Accommodation or HE environment
- Experience of working with people who have support needs.
- Experience providing a pastoral care centred service
- Experience of night shift working

SKILLS:

Essential Criteria

- Excellent written, verbal, oral and technology-based communication skills.
- Ability to work with minimal instruction.
- Excellent people skills.
- Well organised, self-motivated, self-evaluative and able to pay attention to detail.
- Ability to cope with peak demand in a very busy environment.
- Flexibility and adaptability
- Availability at short notice

Desirable Criteria

- Conflict management training or similar

QUALIFICATIONS:

Essential Criteria

- GCSE or equivalent.
- Computer literacy

Desirable Criteria

- Excellent organisational and time management skills

PERSONAL ATTRIBUTES:

Essential Criteria

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful