* Application deadline:
 **Sunday 13th September 2020 - midnight**
* Interviews will be held between
 17th September and 1st October
* Duties will commence:
 5th October 2020 (once training has been completed. Dates to be confirmed)

Job Profile: **Student Community Warden 2020 – 2021** (Part time, Term time)

**Purpose statement:**

To work pro-actively towards making the local community a safer, cleaner and ‘greener’ place for all residents and foster good relations between the student and non-student residents.

**Attributes expected within this role**

**Skills and Knowledge**

Interpersonal and influencing skills
 Experience of working within a team and working independently
Planning and organisation ability
Experience of working with young people / students
IT competence and comfort with all general office management software, and using web based applications, including social media
 Time management and prioritisation skills
 Experience of working under pressure
 Excellent spoken and written communication ability

Customer’ service skills

**Competencies**

Self-motivated and self-reliant
Innovative
 Flexible
 Adaptability
 Thoroughness
 Forward thinking/option gathering
 Team orientation
 Ability to work under pressure

**Job Description**

**Job title: Student Community Warden (Part time, Term time)**

Accountable to: Students’ Union Vice-President Welfare & Community and SUBU Community Projects Lead, Opportunities Department, SUBU

Location: Most of your time will be spent off campus, on patrol in the community in the Winton and Charminster districts closest to the Talbot Campus, however your main office base is the Opportunities Department, Floor 2, Student Centre, Talbot Campus.

* Hours: Part time, term time only, variable up to 7 hours per week throughout the academic year, September to June. Maximum of 28 hours per month on average.

Salary: £8.20p per hour (from 01/04/2020)

Purpose of post: To work pro-actively towards making the local community close to Bournemouth University a safer, cleaner and greener place

**SUBU issues this description as a guide to the type of tasks that you will probably be engaged in whilst performing this role.**

* To contribute to improving community cohesion within the Winton, Charminster and Wallisdown areas, including taking part in proactive patrols.
* To attend initial and ad-hoc follow-up training, regular team meetings, progress meetings and other meetings with SUBU, BU, AUB, BCP Council and the Campus Police as relevant to the post.
* To ensure you observe service policies as communicated to you.
* To recognise your own limitations and work within them, seeking further support and guidance as necessary.
* Other duties as may be required from time to time, as directed by SUBU, but these will be on the basis of consensual agreement.
* To establish and maintain regular contact with student and non-student residents in your designated patrol area.
* To undertake the specified hours of proactive patrol work during your shift, to identify and communicate to the appropriate people any potential community problems and to recommend possible solutions.
* To co-ordinate community projects at least once a term e.g. litter picks and drop-ins.
* To provide information to residents about local issues, facilities and services.
* To take an interest in the residents designated within your area and encourage a culture of community.
* To familiarise yourself with potential further sources of help
* To provide positive information to student residents on rights and responsibilities of living as tenants in the community
* To promote and encourage gas and fire safety inspections, as well as elementary security and crime prevention awareness
* To perform letter or leaflet drops in the patrol area.
* To liaise with appropriate SUBU and BU departments in order to improve community relations.
* To gather and disseminate information to promote awareness of specific issues within the area.
* To help increase the visual amenity of the area by feeding back information on problems including:
* graffiti for removal
* rubbish dumped
* fly-posting
* non-removal of Let By/To Let signage
* skips inappropriately located or sited for long periods
* damage to street furniture

**Person Specification**

|  |  |
| --- | --- |
| **Experience and training** | **Desirable/Essential1>low 5>high** |
| Knowledge of key issues that affect students including an understanding of issues related to private housing | **D1** |
| Knowledge of services and facilities around Bournemouth | **D1** |
| To have an empathetic approach to residents’ problems | **E2** |
| To have an active interest in improving community relations | **E2** |
| Experience of working with volunteers and/or students | **D1** |
| Experience of working as staff in a voluntary organisation | **D1** |
| Experience of working within a team | **D1** |
| Experience of working independently and under own initiative | **D1** |
| To be flexible with regards to working hours | **E2** |
| Experience of helping others | **D1** |
| Experience of working under pressure | **D1** |
| Skills/Knowledge |  |
| Good basic listening, interpersonal and communication skills | **E2** |
| Ability to set a good example | **E2** |
| Able to initiate contact with residents and raise awareness of the warden service | **E2** |
| Able to establish strong working relationships with a range of individuals | **E2** |
| Ability to ensure observation of service procedures, for example maintaining confidentiality | **E2** |
| Skills and confidence with all office IT, using web based applications and social media | **E2** |
| **Personal Attributes** |  |
| An awareness of and commitment to equal opportunities | **E2** |
| Comfortable with getting hands dirty on tasks when needed | **E2** |
| Ability to relate to and work with a diverse range of people | **E2** |
| Commitment to excellent customer service | **E2** |
| Approachable and personable | **E2** |
| A self-starter who works on their own initiative | **E2** |
| Ability to work effectively as part of a team | **E2** |
| Flexible and willing to go the extra mile when needed | **E2** |
| Excellent verbal communication | **E2** |