• Application deadline:  
 **Wednesday 11th May 2022**

• Interviews will be held between  
 16th May and 27th May 2022

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• Duties will commence:  
1st September 2022 (subject to candidates availability and once training has been completed.)

Salary: **£x.xx** per hour (from 01/04/2022)

Hours: Part time, term time only, minimum 3.5 to maximum 7 flexible hours per week throughout the academic year, September to June. Maximum of 28 hours per month on average.

Job Profile: **Student Community Warden 2021 – 2022** (Part time, Term time)

**Purpose statement:**

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

**Attributes expected within this role**

**Skills and Knowledge**

Bournemouth University student, with at least one year’s experience of living in Bournemouth, (or previous experience in a similar role)

Interpersonal and influencing skills  
Experience of working both collaboratively and independently   
Strong organisation skills   
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 communication skills with an ability to converse with a wide range of people

**Competencies**

Self-motivated   
Innovative

Flexible and able to adapt easily  
  
Attention to detail  
Forward thinking and resilient nature  
Team player  
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, Student 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 Student Opportunities Department, Floor 2, Student Centre, Talbot Campus.

You will be expected to call at houses of student and non-student residents to instigate conversations, and address community matters. Key topics will include noise nuisance, bins and recycling, and parking matters.

You will also be expected to run community and sustainability information events at the Talbot and Lansdowne Campus.

**SUBU issues this description as a guide to the tasks that you will engage in whilst performing this role.**

• To contribute to improving community cohesion within the Winton, Charminster and Wallisdown areas, including taking part in proactive patrols calling at houses in these districts.

• To undertake the specified hours of proactive patrol work during your shift, to identify and communicate to the appropriate people any potential community issues and to recommend possible solutions.

• To support the welcoming of new arrivals at BU, for example the orientation of International students

• 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 around Winton, Charminster and Talbot Village.

• To feedback student concerns and queries to SUBU

• 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.

• To undertake the specified hours of proactive patrol work during your shift, to identify and communicate to the appropriate people any potential community issues and to recommend possible solutions.

• To co-ordinate community projects or events at least once a term e.g. litter picks and drop-ins, such as the recycling roadshow.

• To co-ordinate on campus campaigns to educate students about the purpose of the Community Wardens.

• 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.

**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

**D4**

To have an empathetic approach to residents’ problems

**E3**

To have an active interest in improving community relations

**E3**

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

**D3**

Experience of working independently and under own initiative

**E1**

To be flexible with regards to working hours

**E5**

Experience of helping others

**D4**

Experience of working under pressure

**D5**

**Skills/Knowledge**

Good basic listening, interpersonal and communication skills

**E5**

Ability to set a good example

**E4**

Able to initiate contact with residents and raise awareness of the warden service

**E3**

Able to establish strong working relationships with a range of individuals

**E3**

Ability to ensure observation of service procedures, for example

maintaining confidentiality

**E5**

Skills and confidence with all office IT, using web based applications and social media

**E3**

Ability to manage time in order to conduct the role, and study whilst at university.

**E5**

**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

**E3**

Commitment to excellent customer service

**E5**

Approachable and personable

**E3**

A self-starter who works on their own initiative

**E5**

Ability to work effectively as part of a team

**E3**

Flexible and willing to go the extra mile when needed

**E3**

Excellent verbal communication

**E5**