# Description: subu_logo_Grey_transparent.pngJob Profile: Student Community Warden 2018 - 2019

**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**

Accountable to: Students’ Union Vice-President Community and SUBU Community Partnerships Manager

Location: Most of your time will be spent off campus, on patrol in the community, however your main office base is the Community Team, Floor 2, Student Centre, Talbot Campus.

Hours: Variable but on average 7 hours per week throughout the academic year, September to June

Salary: £7.38p per hour

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.**

1. To contribute to improving community cohesion within the Winton, Charminster and Wallisdown areas, including taking part in proactive patrols.
2. To attend initial and ad-hoc follow-up training, regular team meetings, progress meetings and other meetings as relevant to the post.
3. To ensure you observe service policies as communicated to you.
4. To recognise your own limitations and work within them, seeking further support and guidance as necessary.
5. Other duties as may be required from time to time, as directed by SUBU, but these will be on the basis of consensual agreement.
6. To establish and maintain regular contact with student and non-student residents in your designated patrol area.
7. 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.
8. To co-ordinate community projects at least once a term e.g. litter picks and community fairs.
9. To provide information to residents about local issues, facilities and services.
10. To take an interest in the residents designated within your area and encourage a culture of community.
11. To familiarise yourself with potential further sources of help
12. To provide positive information to student residents on rights and responsibilities of living as tenants in the community
13. To promote and encourage gas and fire safety inspections, as well as elementary security and crime prevention awareness
14. To perform letter or leaflet drops in the patrol area.
15. To liaise with appropriate SUBU and BU departments in order to improve community relations.
16. To gather and disseminate information to promote awareness of specific issues within the area.
17. 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**

**Criteria Essential/Desirable**

**Scores; 1 (v low) to 5 (v High)**

**Experience and training**

Knowledge of key issues that affect students including an understanding of issues related to private housing Dx1   
Knowledge of services and facilities around Bournemouth Dx1  
To have an empathetic approach to residents’ problems Ex2  
To have an active interest in improving community relations Ex2  
Experience of working with volunteers and/or students Dx1  
Experience of working as staff in a voluntary organisation Dx1  
Experience of working within a team Dx1  
Experience of working independently and under own initiative Dx1  
Experience of helping others Dx1

To be flexible with regards to working hours Ex2

Experience of working under pressure Dx1

**Skills/knowledge Total**

Good basic listening, interpersonal and communication skills Ex2Ability to set a good example Ex2  
Able to initiate contact with residents and raise awareness of the warden service Ex2   
Able to establish strong working relationships with a range of individuals Ex2  
Ability to ensure observation of service procedures, for example

maintaining confidentiality Ex2  
Skills and confidence with all office IT, using web based applications and social media Ex2

**Personal attributes Total**

An awareness of and commitment to equal opportunities Ex2

Comfortable with getting hands dirty on tasks when needed Ex2  
Ability to relate to and work with a diverse range of people Ex2  
Commitment to excellent customer service Ex2  
Approachable and personable Ex2  
A self-starter who works on their own initiative Ex2  
Ability to work effectively as part of a team Ex2  
Flexible and willing to go the extra mile when needed Ex2  
Excellent verbal communication Ex2