

Job Title: Community Warden

Responsible to: Senior Community Warden Coordinator

Summary of post: To work pro-actively towards making the local community a safer, cleaner and greener place for all residents and fostering good relations between student and non-student residents.

Hours of work: Required to work a minimum of 5 hours per week, although more hours may be available. Hours and times vary, but will be mainly daytime shifts with some weekend and evening work including a weekly meeting. There is some limited opportunity for vacation work.

Community Wardens must attend a **compulsory** 3-day training course September 2022 (Monday 12th – Wednesday 14th). The training will take place at the Guild of Students.

Duties and Responsibilities

1. To engage with students and other members of the community, providing helpful and friendly guidance and support on a range of issues and showing high standards of customer care at all times.
2. Where something cannot be resolved immediately, to have the knowledge to be able to refer the query onto other sources of help, i.e. Guild Advice.
3. To keep knowledge up-to-date in relation to other relevant areas of help available.
4. Take part in proactive patrols in the community, in activity such as work to prevent burglary, identifying issues with waste and recycling and advising individuals on key community issues.
5. To visit people on their doorstep in response to issues and complaints made to the Community Wardens.
6. To contribute to cohesion within the local community.
7. To support a wide range of projects and events in the community and on campus.

8. To raise the profile of the Community Wardens Scheme and to promote it positively to students and the wider community.
9. To attend training, weekly team meetings, and 121's.
10. To observe Health & Safety guidelines and procedures in relation to your post, and to report any faults, hazards or problems to your line manager.
11. To ensure you are familiar with any appropriate emergency procedures and be able to implement these effectively when required.
12. To attend work looking clean, smart and wearing uniform, with your name badge clearly visible.
13. To carry out any other reasonable duties, in addition to those above, as directed by your Line Manager and as and when required.

Person Specification: Community Warden

The person specification describes the knowledge, experience & abilities that the Guild is looking for in the student staff we employ. To be successful, during the selection process (application form & interview) you should demonstrate:

- Strong customer service focus, with an awareness of your impact on the student and community experience.
- Strong communication skills, including speaking confidently with students and other members of the public.
- Be familiar with issues that affect students within a community setting.
- Good standard of IT skills and willing to learn new skills – Including Microsoft Word, Excel, email and the Internet, e.g. social media sites.

- Have knowledge of the services and facilities available to students and long-term residents within the community and the Guild of Students.
- To have an active interest in improving community relations.
- Experience of working within a team.
- Experience of helping others.
- Able to establish strong working relationships with a range of individuals.
- Experience of working under pressure or in an unexpected situation and using your own initiative in solving issues that arise.
- Able to work sensitively with impartiality in often difficult situations.
- Able to maintain confidentiality of personal information.
- Able to balance academic work with your responsibility to the Guild as your employer throughout the academic year.
- Keen to contribute to the development of the Community Warden Scheme.
- To be flexible, committed and punctual.