

Welcome Team 2019 Job Description

Responsible to:	Student Community Welfare Manager – Student Mentor Scheme
Outline of Role:	To work as part of the Student Mentor Scheme's Welcome Team. To assist Student Mentors in their role and support new students in moving into University accommodation, helping them settle into new surroundings primarily during Moving in Weekend and Welcome Week.
Dates:	Training – Thursday 19 th September 2019 Induction Event – May 2019 Moving in weekend – Saturday 21 st & Sunday 22 nd September 2019 Welcome Week – 23 rd – 27 th September 2019 Additional duties, as and when required

GENERAL DUTIES:

1. To be part of the Student Mentor Scheme's Welcome Team, as the first point of contact for students and their parents/carers during Moving in Weekend; support students with moving into their accommodation, giving directions, answering queries and carrying their luggage.
2. To support the University Site Staff ensuring a smooth running day/weekend for both parents and all staff involved.
3. To assist students in achieving a successful welcome and transitional period into University life, through promotion of the Student Mentor Scheme.
4. To conduct a flat meeting in order to complete a Shared Living Agreement, designed to encourage harmonious living within accommodation.
5. To be, along with Student Mentors and Hall Reps, the public face of the Guild of Students and the University of Birmingham.
6. To observe Guild health & safety procedures, working safely at all times and reporting any potential hazards, faults or problems to the appropriate people.
7. To wear your t-shirt and name badge visibly at all times while working, and only when working.
8. To attend and complete the training, necessary to carry out the role.

Applicants will be able to choose if they would be available for, and willing to work on any additional duties which may occur after Welcome Week. These are outlined below.

9. To carry out other duties which naturally fall within the reasonable expectations of the role. These **may** include;
 1. Supporting the Student Mentor Scheme with the delivery of events.
 2. Delivering campaigns and information to University accommodation.
 3. Supporting Student Mentors through continuous promotion of and sign posting to the Student Mentor Scheme.

Welcome Team 2019 Person Specification

The person specification describes the knowledge, experience and abilities that the Guild is looking for in this role. To be successful, during the selection process (application form and interview) you should demonstrate:

Criteria
Knowledge and experience
Demonstrate a strong customer service focus with an awareness of your impact on the student experience
Experience of working independently and using own initiative
Skills and Abilities
Excellent listening and communication skills and ability to initiate contact with other students
The ability to work effectively as a member of a team, and to take instructions and direction from others.
Ability to ensure observation of service procedures, for example maintaining confidentiality.
Ability to stay calm and friendly under pressure in a busy environment
Personal Qualities
Approachable and personable
Self-motivated and self-reliant
Flexible and committed
Excellent spoken communication, with fluency in English
Non-judgemental and committed to equality of opportunity for all

Could you be a member of the Welcome Team?

Frequently Asked Questions

Q. Who can apply?

A. All Postgraduates, Undergraduates, Home and International students are welcome to apply. Selection for interview will be based on the information provided on your application form.

Q. How do I apply?

A. Make sure the application form is fully completed and returned to staffing@guild.bham.ac.uk or alternatively you can drop it in to Guild reception for the attention of HR. CVs are not accepted, **forms must be received by 10am on Monday 29th April 2019.**

Q. What happens next?

A. Should you be selected for interview, we will contact you by e-mail with details of your interview time. You will be given a specific interview time and must contact us immediately on 0121 415 8967, or by email (mentorjobs@guild.bham.ac.uk), if you cannot attend.

Q. What happens if I am successful and appointed as a member of the Welcome Team?

A. If you are successful you will be informed as soon as possible. You must also be available for compulsory training; this will take place Thursday 19th September 2019. The training session is paid.

You will also be invited to attend a welcome event in May, providing you with an opportunity to meet the team and learn more about the role.

Q. How much do I get paid?

A. The wage rate is £8.00 per hour.

Q. If successful, am I a Student Mentor?

A. No, your role will be as a Welcome Team member. You'll be supervised by Student Mentors and provide a huge support to the Student Mentor Scheme overall.

Q. Will I get a uniform?

A. Yes, you will be given a pink Welcome Team T-shirt which is yours to keep!

Hours of work

You will be required to work on Saturday 21st & Sunday 22nd September 2019 from approximately 9am – 5pm and you will need to be available to work a 4 hour shift during the week commencing 23rd September 2019. There may also be an opportunity to work beyond Welcome Week, and carry out other duties which naturally fall within the reasonable expectations of the role.

Support Provided

The Student Mentor Scheme has a professional and dedicated team of Student Support Advisors (SSAs) who each work full time. They ensure everyone receives the necessary support and training to carry out your role.

General Information

The Student Mentor Scheme and the Guild of Students is an equal opportunities employer and welcomes applications from all sections of the student population. All students in accommodation will have equal access to the service and Student Mentors and the Welcome Team are expected to be fair and non-judgmental in their work.

Everyone involved in providing the service is responsible for ensuring equal opportunities are a working reality.

The Student Mentors and the Welcome Team are both employees of the Guild of Students and students of the University of Birmingham. As employees any issues or concerns will be dealt with through the Student Mentor Scheme/Guild of Students line management structure. Issues they experience as students can be raised with the Guild (Sabbatical and Non-sabbatical) Officers as appropriate.

If you wish to leave the Guild's employment, then you should give your Manager good advance warning as detailed in your employment contract.

Further information is available in the Guild Student Staff Handbook and the Student Mentor Scheme Code of Practice.